

2008-2009 Guide to Services for Persons with disAbilities in Delaware



**DELAWARE HEALTH
AND SOCIAL SERVICES**

DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES

www.dhss.delaware.gov/dsaapd

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*Today and everyday
our professional members
and their staffs are caring for
your loved ones with dignity,
compassion and excellence...*



Delaware Health Care Facilities Association

**"Advocates for quality care for Delaware's elder and disabled
community since 1963"**



**726 Loveville Road • Suite 3000
Hockessin, Delaware 19707-1536
(302) 235-6895 Fax (302) 235-6899**

Yrene E. Waldron, NHA, Executive Director

Please visit our website www.dhcfa.org for general information about services in Delaware. There you will find valuable links to local and national service organizations.

Together we can make a difference!



State of Delaware
Office of the Governor

Ruth Ann Minner
Governor

Dear Friends:

As I travel across our state, I meet many residents with disabilities who are role models for all of us. These individuals lead active, independent lives, and they contribute in many ways to the quality of life we enjoy here in the First State.

That is why I am pleased to introduce this free resource guide for Delaware residents with disabilities. This comprehensive guide provides vital information about services, programs, and resource facilities that we offer throughout our state to benefit Delawareans with disabilities. This information is also readily available on the Internet at www.dhss.delaware.gov/dsaapd.

The Division of Services for Aging and Adults with Physical Disabilities publishes this guide, advocates for those with disabilities, and is committed to providing the best services and programs available to those in need. Our employees and service providers are always available to help, so I encourage you to reach out to them if you are in need of their services.

This guide can help us provide additional support to those with disabilities and their families. By working together and gathering all of our best resources, we can make a difference in the lives of our fellow Delawareans.



Sincerely,

A handwritten signature of Ruth Ann Minner in cursive script.

Ruth Ann Minner
Governor



At your service . . .

Delaware's Division of Services for Aging and Adults with Physical Disabilities



Delaware Health and Social Services' Division of Services for Aging and Adults with Physical Disabilities is committed to improving the quality of life for adults through community-based services, advocacy and partnerships.

We provide a broad range of direct services, which are described on the following pages.

In addition, we fund many additional services through Delaware social service agencies. The agencies providing these services are also listed in this directory.



This Division's programs and services are funded by the Older Americans Act, the Social Services Block Grant, the Medicaid Waivers for Elderly and Physically Disabled and Assisted Living, and state appropriations. In addition, numerous partnerships with community organizations enable us to enhance the quality and diversity of the services we provide to Delaware residents.



We are proud of our long-standing role as advocates at the state and federal levels on behalf of the residents we serve, which has enabled Delaware to be a leader in providing a continuum of high-quality, community-based services.



**DELAWARE HEALTH
AND SOCIAL SERVICES**

**DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES**



**DELAWARE HEALTH
AND SOCIAL SERVICES**

**DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES**

Dear Delaware Resident:

The services and programs listed on the following pages are a remarkable testimonial to the many individuals and organizations in Delaware that work every day to improve the quality of life for persons with physical disabilities.

Our Division is one of these organizations as a provider of direct consumer services through our staff of experienced and professional employees. We also fund many services provided by the community-based organizations in this publication.

Funding for our services and programs is provided by the Older Americans Act, the Social Services Block Grant, Medicaid Waivers for Elderly and Physically Disabled and Assisted Living, and appropriations by the state of Delaware.

We invite you to visit our popular Internet site, www.dhss.delaware.gov/dsaapd for the contents of this guide and information about all of our other services.

Sincerely,

***The Dedicated Staff of the Division of Services
for Aging and Adults with Physical Disabilities***



DELAWARE HEALTH AND SOCIAL SERVICES DIVISION OF SERVICES FOR AGING AND ADULTS WITH PHYSICAL DISABILITIES

At your service throughout Delaware

Client Services

New Castle County

University Plaza
Oxford Building, Suite 200
256 Chapman Road
Newark, Delaware 19702
(302) 453-3820
(800) 223-9074
Fax (302) 453-3836

Kent/Sussex Counties

Milford State Service Center
18 North Walnut Street
Milford, Delaware 19963
(302) 424-7310
(800) 223-9074
Fax (302) 422-1346

Administration

First Floor Annex
1901 North DuPont Highway
New Castle, DE 19720
(302) 255-9390
(800) 223-9074
Fax (302) 255-4445

TDD: (302) 453-3837 • (302) 422-1415

At your service on the World Wide Web!

www.dhss.delaware.gov/dsaapd

E-mail: DSAAPDinfo@state.de.us



**DELAWARE HEALTH
AND SOCIAL SERVICES**

**DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES**

Accessibility



These agencies can answer questions about the Americans with Disabilities Act (ADA) requirements for accessible facilities and available devices/approaches to make houses and facilities accessible. Several of these agencies also sell or loan assistive devices, such as ramps, communication devices and mobility aids.

Adaptive Environments

610-326-3247 • adaptiveenvironments.com

Architectural Accessibility Board

Department of Administrative Services

Division of Facilities Management

159 Transportation Circle, Dover, DE 19901

302-739-5644

Silverhill Construction Inc.

Americans with Disabilities Act Improvements

• Ramps • Bathrooms • Home lifts • Home elevators

Residential & Commercial

• Architect services • Commercial projects • Additions
• Custom homes • Complete renovations

• Free estimates • References available • Bonded, licensed & insured
• Servicing the entire State of Delaware

(302) 378-1429

Fax: (302) 378-4187

P.O. Box 639 • Odessa, DE 19730

Thomas J. Bonk, Owner

Established 1995

Accessibility



Delaware Assistive Technology Initiative (DATI)

Central Site and New Castle County Assistive
Technology Resource Center

University of Delaware and duPont Hospital for Children
Center for Applied Science and Engineering
1600 Rockland Road, Room 200

P.O. Box 269, Wilmington, DE 19899

www.dati.org

Voice: 800-870-DATI (in-state only)

Voice: 302-651-6790

TTY: 302-651-6794

Delaware/Maryland AgraAbility

22317 DuPont Highway
Georgetown, DE 19947
877-204-3276

Delaware Division for the Visually Impaired

1901 N. DuPont Highway, Biggs Building
New Castle, DE 19720

302-255-9800 • 302-424-7240

Call for a copy of their Resource Guide

Delaware/Maryland Paralyzed Veterans

28 Peddlers Row
Christiana, DE 19702
302-368-4898

Easter Seals Home Accessibility Assessments

800-677-3800

Hearing Loss Association of Delaware

2400 W. 4th Street, Wilmington, DE 19805
302-292-3066

Statewide Coalition for the Americans with
Disabilities Act (SCADA)
800-949-4232

Total Access and Mobility
124 Turner Lane
West Chester, PA 19380
877-333-5438
www.totalaccessco.com

Universal Design (accessible) Builders in Delaware:
Bay to Beach Builders 302-349-5099
Disabatino Construction 302-227-1812
Green Diamond Builders 302-677-1818
TAPA Homes 800-918-8272
Tull Ramey Ltd. 302-628-5232
www.tullramey.com

Read It On Line!

Many publications are available for free on our web site, including the popular *Guide to Services for Older Delawareans*. Visit the “Publications” section of our site for more information!

www.dhss.delaware.gov/dsaapd



**DELAWARE HEALTH
AND SOCIAL SERVICES**

DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES

Advocacy



These agencies can assist with advocating for the rights of persons with disabilities, explaining public policy and proposed legislation, or teaching persons with disabilities self-advocacy skills.

AARP

1100 N. Market Street, Wilmington, DE 19801
866-227-7441 or 888-687-2277
www.aarp.org/de

ADAPT

24 South Old Baltimore Pike, Newark, DE 19702
302-453-8537

Developmental Disabilities Council



The mission of the Developmental Disabilities Council is to promote and embrace inclusion, equality and empowerment.

To that end the Council will:

- *Hold agencies accountable*
- *Facilitate access to culturally competent services*
- *Educate the public and policy makers*
- *Fund projects that promote system change*

If you are interested in more information about the DDC or would like to become a member, please contact our office at 302-739-3333 or visit our website at ddc.delaware.gov

Visit us on the web!

www.dhss.delaware.gov/dsaapd



DELAWARE HEALTH AND SOCIAL SERVICES

**DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES**

Addictions Coalition of Delaware

100 W. 10th Street, Suite 112
Wilmington, DE 19801
302-984-2322

AIDS Delaware

100 W. 10th Street, Suite 315, Wilmington, DE 19801
302-652-6776
302-226-5350

Alliance for the Mentally Ill in Delaware (NAMI Delaware)

2500 W. 4th Street, Suite 5
Wilmington, DE 19805
302-427-0787 and 888-427-2643

Alzheimer's Association, Delaware Chapter

2306 Kirkwood Highway, Wilmington, DE 19805
302-633-4420
800-272-3900

American Cancer Society

92 Reads Way, New Castle, DE 19720
302-324-4227

American Diabetes Association

100 W. 10th Street, Suite 1002
Wilmington, DE 19801
302-656-0030, 888-DIABETES

American Lung Association

1021 Gilpin Avenue, Wilmington, DE 19806
302-655-7258, 800-586-4872

Arthritis Foundation

1019 S. Governor's Ave., Dover, DE 19904
302-730-9000, 888-730-9008
800-283-7800 (national hotline)



Association for the Rights of Citizens with
Mental Retardation (ARC/DE)
1016 Centre Road, Suite 1
Wilmington, DE 19805
302-996-9400, 302-856-6019

Autism Society of Delaware
5572 Kirkwood Highway, Wilmington, DE 19808
302-472-2638 and 800-328-8476
www.delautism.org

Asperger's Network of Delaware
302-455-9515
pegpry@verizon.net (e-mail)

Brain Injury Association of Delaware
32 W. Loockerman St., Suite 103, Dover, DE 19904
302-346-2083, 800-411-0505
www.biausa.org/delaware/bia.htm

Center for Disability Studies
University of Delaware
461 Wyoming Road, Newark, DE 19716
302-831-6974
www.udel.edu/cds

Children and Adults with Attention Deficit Disorders
(CHADD)
15 Cottonwood Drive, Newark, DE 19702
302-737-5063

Client Assistance Program (offers assistance to Division of Vocational Rehabilitation clients)

700 A River Road, Wilmington, DE 19809

254 E. Camden Wyoming Ave., Camden, DE 19934

302-764-2400

302-698-9336 and 800-640-9336

Council on Deaf Equality (CODE)

O'Neill Building

410 Federal Street, Dover, DE 19901

302-739-3621

Delaware Association for the Blind

800 West Street, Wilmington, DE 19801

302-655-2111, 888-777-3925

Delaware Association for Non-Profit Agencies (DANA)

100 W. 10th Street, Wilmington, DE 19801

302-777-5500

Delaware Breast Cancer Coalition

100 W. 10th Street, Wilmington, DE 19801

302-778-1102

Delaware Coalition Against Domestic Violence

302-658-2958 and 800-701-0456

Delaware Council on Gambling Problems

100 W. 10th Street, Suite 303, Wilmington, DE 19801

302-655-3261

888-850-8888

Delaware Department of Labor

Division of Vocational Rehabilitation

Office for the Deaf and Hard of Hearing

P.O. Box 9969, Wilmington, DE 19809

302-761-8275 V/TTY

302-739-7902 V/TTY

Advocacy



Delaware Division for Developmental Disabilities Services (DDDS)

Director's Office

1056 S. Governor's Avenue, Suite 101

Dover, Delaware 19904

302-744-9600, 302-836-2100, 302-933-3000

800-552-5758

Delaware Early Childhood Center

Mispillion and West Streets, Harrington, DE 19952

302-398-8945

Early Choices Centers:

701 E. Basin Road, New Castle, DE 19720

302-323-5370

21 The Green, Dover, DE 19901

302-739-4557

Stockley Center, Rt. 1 Box 1000

Georgetown, DE 19947

302-856-5909

Delaware Homes and Services for the Aging

Westminister Village

1175 McKee Road, Dover, DE 19904

302-774-3508

Delaware Division of Substance Abuse and Mental Health (DSAMH)

1901 N. DuPont Highway, New Castle, DE 19720

302-255-9399

Delaware Mental Health Consumer Coalition

100 W. 10th Street, Suite 409, Wilmington, DE 19801

302-654-7455

Delaware People First

ARC of Delaware

1016 Centre Road, Suite 1, Wilmington, DE 19805

302-996-9400

Delaware Program for Deaf-Blind Children

620 E. Chestnut Hill Road, Newark, DE 19713

302-454-2301

Developmental Disabilities Council (Partners in Policymaking Advocacy training)

O'Neill Building

410 Federal Street, Suite 2, Dover, DE 19901

302-739-3333 www.ddc.delaware.gov

Down Syndrome Association of Delaware

1016 Centre Road, Suite 1, Wilmington, DE 19805

302-995-1004

Early Intervention Family Forum

Delaware Health and Social Services

Division of Management Services, Main Building

1901 N. DuPont Highway, New Castle, DE 19720

302-255-9135

Easter Seals - Delaware and Maryland's Eastern Shore

61 Corporate Commons Blvd., New Castle, DE 19720

302-324-4444

100 Enterprise Place, Suite 1, Dover, DE 19904

302-678-3353

Georgetown Professional Park, Suite 100

22317 DuPont Highway, Georgetown, DE 19947

302-856-7364

Old Town Hall Center

1415 Pulaski Highway, Newark, DE 19702

302-834-0190

113 Pencader Drive, Newark, DE 19702

302-709-0865

Advocacy



Educational Surrogate Parent Program

900 King Street, Wilmington, DE 19801

302-255-1740

Epilepsy Foundation of Delaware

240 N. James Street

Wilmington, DE 19804

302-999-9313 and 800-422-3653

Family Voices

(for children with special health care needs)

302-697-1976

302-286-6673

Freedom Center for Independent Living

400 N. Broad Street, Middletown, DE 19709

302-376-4399

www.fcilde.org

Governor's Advisory Council for Exceptional Citizens (GACEC)

516 W. Loockerman St., Dover, DE 19904

302-739-4553

Hearing Loss Association of Delaware

2400 W. 4th Street, Wilmington, DE 19805

302-292-3066

www.hlade.org

Homeless Planning Council

100 W. 10th Street, Wilmington, DE 19801

302-654-0126

www.hpcdelaware.org

Independent Resources Inc.

6 Denny Road, Suite 205, Wilmington, DE 19809
302-765-0191

32 W. Loockerman Street, Suite 102, Dover, DE 19904
302-735-4599

31038 Country Gardens Blvd., Dagsboro, DE 19939
302-732-9500

Latin American Community Center

403 N. Van Buren Street, Wilmington, DE 19805
302-655-7338
www.thelatincenter.org

Leukemia and Lymphoma Society of America

100 W. 10th Street, Wilmington, DE 19801
302-661-7300, 800-220-1617

Lupus Foundation of America, Delaware Chapter

100 W. 10th Street, Suite 1015, Wilmington, DE 19801
302-622-8700

Mental Health Association of Delaware

100 W. 10th Street, Suite 600, Wilmington, DE 19801
302-654-6833 and 800-287-6423
www.mhainde.org

Muscular Dystrophy Association

1003A Lincoln Drive West, Marlton, NJ 08053
856-810-0800, 888-484-7072 (Kent and Sussex Co.)

National Kidney Foundation of the Delaware Valley

325 Chestnut Street, Suite 725
Philadelphia, PA 19106
800-697-7007, 215-923-8611

National Multiple Sclerosis Society, Delaware Chapter

2 Mill Road, Suite 106, Wilmington, DE 19806
302-655-5610

Advocacy



Parent Information Center of Delaware (PIC/DE)
5570 Kirkwood Highway, Wilmington, DE 19808
302-999-7394, 888-547-4412
www.picofde.org

State Council for Persons with Disabilities (SCPD)
O'Neill Building
410 Federal Street, Suite 1, Dover, DE 19901
302-739-3621

United Cerebral Palsy of Delaware
700-A River Road, Wilmington, DE 19809
302-764-2400, 302-335-5626

Questions About Advance Directives? ***We've got Answers.***

Many people have questions about Advance Directives (also known as Living Wills). Visit our web site for information about advance directives and how they work. While you're there, you can also download a copy of Delaware's Advance Directive Form.

www.dhss.delaware.gov/dsaapd



**DELAWARE HEALTH
AND SOCIAL SERVICES**

**DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES**

Alcohol/Substance Abuse Services



These agencies provide assistance to persons with substance abuse concerns. There may be a fee for these services. Contact your health insurance provider for the services and agencies covered under your health plan.

Addictions Coalition of Delaware

100 W. 10th Street, Wilmington, DE 19801
302-984-2322

Aquila (for adolescents)

2110 Duncan Road, Wilmington, DE 19808
302-999-1106

6 N. Railroad Avenue, Georgetown, DE 19947
302-856-1734

AA Recovery Program

21-B Delaware Avenue, Trolley Square
Wilmington, DE 19806
302-655-5113
302-736-1567 (answering machine only)
302-856-6452 (answering machine only)

Brandywine Counseling Inc.

2713 Lancaster Avenue, Wilmington, DE 19805
302-656-2348

Catholic Charities

2601 W. 4th Street, Wilmington, DE 19805
302-655-0651, 302-674-1600, 302-856-9578

Connections Community Support Programs

500 W. 10th Street, Wilmington, DE 19801
302-984-3380 and 866-477-5345

Alcohol/Substance Abuse Services



Delaware Association for Children of Alcoholics (DACOA)
2601 W. 4th Street, Suite 228, Wilmington, DE 19805
302-656-5554

Kent County Counseling Services
1525 Lebanon Road, Rte. 10, Dover, DE 19901
302-735-7790

Kent/Sussex Detoxification
302-422-8338

Latin American Community Center
403 N. Van Buren Street, Wilmington, DE 19805
302-655-7338

Open Door
3301 Green Street, Claymont, DE 19703
302-798-9555, 302-731-1504, 302-678-4911

Pace Inc.
5171 W. Woodmill Drive, Wilmington, DE 19808
302-999-9812

People's Place II
213 S. Walnut Street, Milford, DE 19963
302-422-8033

People's Settlement Association
408 E. 8th Street, Wilmington, DE 19801
302-658-4133

SODAT Counseling and Evaluation Center
625 Orange Street, 2nd floor, Wilmington, DE 19801
302-656-4044, 800-551-6464

Sussex County Counseling Services

20728 N. DuPont Blvd., Georgetown, DE 19947
302-854-0172, 302-877-0444

Thresholds Inc.

20505 DuPont Blvd., Georgetown, DE 19947
302-856-1835

University of Delaware

Psychological Services Training Center

Belmont Hall, 203 W. Main Street, Newark, DE 19716
302-831-2717

YMCA

Resource Center

100 W. 10th Street, Wilmington, DE 19801
302-571-6975

Visit us on the web!

Visit our user-friendly web site for information of interest to older persons, adults with physical disabilities, caregivers, service professionals, and others in Delaware.

www.dhss.delaware.gov/dsaapd



**DELAWARE HEALTH
AND SOCIAL SERVICES**

**DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES**

Assisted Living Facilities



Assisted living facilities provide a combination of housing, personal services, and health care.

NEW CASTLE COUNTY

Arden Courts ManorCare

700½ Foulk Rd.
Wilmington, DE 19803
302-762-7800

Cokesbury Village

726 Loveville Road
Hockessin, DE 19707
302-234-4444

Eden Rock

2210 Swiss Lane
Wilmington, DE 19810
302-475-9400

Forwood Manor

Assisted Living

1912 Marsh Road
Wilmington, DE 19810
302-529-1601

Foulk Manor North

1212 Foulk Rd.
Wilmington, DE 19803
302-478-4296

Foulk Manor South

407 Foulk Road
Wilmington, DE 19803
302-655-6249

Gardens at White Chapel

200 E. Village Rd.
Newark, DE 19711
302-366-8100

Ingleside Homes

Assisted Living

1605 N. Broom Street
Wilmington, DE 19806
302-984-0950

The Lorelton

2200 W. Fourth St.
Wilmington, DE 19805
302-573-3580

Methodist Country House

4830 Kennett Pike
Wilmington, DE 19807
302-654-5101

Millcroft Assisted Living
255 Possum Park Road
Newark, DE 19711
302-366-0160

Rockland Place
1519 Rockland Rd.
Wilmington, DE 19803
302-777-3099

**Shipley Manor
Assisted Living**
2723 Shipley Road
Wilmington, DE 19810
302-479-0111

Somerford
501 S. Harmony Rd.
Newark, DE 19713
302-266-9255

Somerford Place
4175 Ogletown
Standon Road
Newark, DE 19713
302-283-0540

Sunrise Assisted Living
2215 Shipley Road
Wilmington, DE 19810
302-475-9163

Windsor Place
6677 Lancaster Pike
Hockessin, DE 19707
302-239-3200



Pull up your *favorite* chair,
dresser or end table.



**WINDSOR
PLACE**

BROOKDALE SENIOR LIVING

Personalized Assisted Living
**6677 LANCASTER PIKE
HOCKESSIN, DE 19707
(302) 239-3200**

1804-32934-11/06

For information on communities nationwide, visit www.brookdaleliving.com



Assisted Living Facilities



KENT COUNTY

Green Meadows at Dover
150 Saulsbury Road
Dover, DE 19904
302-674-4407

Heritage at Dover
Assisted Living Community
1203 Walker Road
Dover, DE 19904
302-735-8800

Delaware Veterans Home Assisted Living

100 Delaware
Veterans Blvd.
Milford, DE 19963
302-424-6000

State Street Assisted Living

21 N. State Street
Dover, DE 19901
302-674-2144

Westminster Village

1175 McKee Road
Dover, DE 19904
302-744-3558

Do You Need Respite Care?

go to

www.familyandworkplace.org

click on

Respite Online

**Administered by:
The Family and
Workplace Connection**

Visit us on the web!

www.dhss.delaware.gov/dsaapd



***DELAWARE HEALTH
AND SOCIAL SERVICES***

***DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES***

SUSSEX COUNTY

**Brandywine Assisted
Living at Seaside Pointe**
36101 Seaside Blvd.
Rehoboth Beach, DE 19971
302-226-8750

Cadbury at Lewes
17028 Cadbury Circle
Lewes, DE 19958
302-645-0937

Heritage at Milford
500 S. DuPont Boulevard
Milford, DE 19963
302-422-8700

Methodist Manor House
1001 Middleford Road
Seaford, DE 19973
302-629-4593

Peach Tree Acres
26900 Lewes
Georgetown Hwy.
Harbeson, DE 19951
302-684-4002

Seaford Center
1100 Norman Eskridge Hwy.
Seaford, DE 19973
302-629-3575

**Stockley Center
Assisted Living**
26351 Patriots Way
Georgetown, DE 19947
302-933-3000

Village of Green Valley
231 S. Washington St.
Millsboro, DE 19966
302-934-7300

THE DELAWARE AGING NETWORK

We help older Delawareans with questions about
transportation, legal and medical issues, counseling,
housing...and more! Call us.

New Castle County:
Jewish Family Services
(302) 478-9411

Kent County:
Modern Maturity Center
(302) 734-1200

Sussex County:
CHEER Center
(302) 854-9500

Case Management



DHSS Division of Services for Aging and Adults with Physical Disabilities Community Services Program (CSP) provides social workers who can visit older persons and adults with physical disabilities in their homes and help to develop a plan to assist the person in the community.

For more information, call:

**DHSS Division of Services for Aging and
Adults with Physical Disabilities**

New Castle County 302-453-3820
Kent/Sussex County 302-424-7310
Statewide Toll Free..... 800-223-9074

The Client Assistance Program (CAP), a program of United Cerebral Palsy of Delaware, assists consumers in accessing federal benefits and advocating on their behalf for work-related issues.

Client Assistance Program (CAP)

700 N. River Road, Wilmington, DE 19809
302-764-2400, 302-698-9336, 800-640-9336

Other organizations within the state also provide case management and assessment of needs services. The following are private case management agencies:

IKOR Quality Care Consultants
Yorklyn, DE 19736
302-489-3100

Life Solutions, Inc.
504 West 9th Street
Wilmington, DE 19801
302-622-8292

Senior Partner, Inc.
Box 1908
Wilmington, DE 19899
302-425-4001

Senior Social Services
800 Windsor Ave.
Wilmington, DE 19804
302-998-7603

Supportive Care Services
507 West 9th Street
Wilmington, DE 19801
302-655-5518

Counseling/ Mental Health Services



These agencies offer individual mental health counseling. Contact your health insurance provider for the services and agencies covered under your health plan. Also, call the Mental Health Association at 800-287-6423 for a copy of their “Mental Health Community Resources Directory.”

CareLink

100 W. 10th Street, Suite 601, Wilmington, DE 19801
302-429-6693

Catholic Charities

2601 W. 4th Street, Wilmington, DE 19805
302-655-0651
302-856-9578

Connections CSP

500 W. 10th Street
Wilmington, DE 19801
302-984-3380 and
866-477-5345

Delaware Health and Social Services

Division of Substance
Abuse and
Mental Health
1901 N. DuPont Hwy.
New Castle, DE 19720
302-255-9399



Connections
is a not-for-profit agency
operating in New Castle,
Kent and Sussex Counties.
INTAKE: 866-477-5345

We provide a comprehensive array of community-based treatment, support, housing and rehabilitation services for people recovering from and living with mental health and substance use conditions, homelessness, and HIV/AIDS.

Our services include:

- Outpatient behavioral health care
- Permanent & transitional housing
 - Case management
 - Homeless outreach
 - Primary health care

www.connectionsccsp.org

**Counseling/
Mental Health Services**



Community Mental Health Centers

302-453-4104 (Newark)
302-577-6490 (Wilmington)
302-739-4275 (Dover)
302-856-5490 (Georgetown)

Department of Veterans Affairs

1601 Kirkwood Highway, Wilmington, DE 19805
302-994-2511
800-827-1000 (V.A. Benefits/Claims)

Family Counseling Services

Claymont Community Center
3301 Green Street, Claymont, DE 19703
302-792-2757

Horizon House Delaware

500 S. Madison Street, Wilmington, DE 19801
302-655-7108

Jewish Family Service of Delaware

99 Passmore Road, Wilmington, DE 19803
302-478-9411, 302-286-1402

Newark Family Counseling Center

P.O. Box 5505, Newark, DE 19711
302-368-6895

Open Door

3301 Green Street, Claymont, DE 19703
302-798-9555, 302-731-1504, 302-678-4911

People's Place II

1131 Airport Road, Milford, DE 19963
302-422-8026 and 302-730-4479

Phoenix Mental Health of Dover
567 S. Governors Avenue, Dover, DE 19904
302-736-6135

Psychotherapeutic Community Services
630 W. Division Street, Dover, DE 19904
302-674-3366

Emergency Numbers - Crisis Intervention and Hotlines

AIDS Hotline 800-422-0429

CONTACT Delaware 302-761-9100
800-262-9800

Crisis Intervention, Suicide Prevention, Mental Health
800-652-2929
800-345-6785

Delaware Coalition Against Domestic Violence
800-701-0456

Delaware Gambling Hotline 888-850-8888

Family Violence Hotline 302-762-6110

Mobile Crisis Unit 800-345-6785

Poison Information Hotline 800-722-7112

Rape Crisis 302-761-9100
800-262-9800

Runaway and Homeless Youth Hotline
302-654-0808
302-734-7748



Education

Here is a listing of colleges and universities in Delaware that offer degree and continuing education programs:

Delaware State University..... 302-857-6000

Delaware Technical and Community College..
302-857-1081

Goldey-Beacom College... .. 800-833-4877

University of Delaware
302-831-2741, 302-855-1630

Wesley College.....
302-328-7616, 302-736-2400

Widener University..... 302-477-2000

Wilmington University..... 302-328-9407

Visit us on the web!

Visit our user-friendly web site for information of interest to older persons, adults with physical disabilities, caregivers, service professionals, and others in Delaware.

www.dhss.delaware.gov/dsaapd



**DELAWARE HEALTH
AND SOCIAL SERVICES**

**DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES**

Emergency Response Systems (ERS)



An emergency response system is a device that can signal your need for immediate emergency help and/or assistance from previously identified family members, neighbors, or your local 911 response team. The following companies offer installation and monitoring of ERS systems in your home or apartment. There is a one-time cost for installation and monthly costs to maintain the system. Call these companies for more specific information, including costs.

| | |
|---------------------|--------------|
| LifeAssure | 800-685-5252 |
| LifeLine | 800-543-3546 |
| Link To Life | 800-892-4901 |
| Medic Alert..... | 800-432-5378 |
| Response Link | 302-456-9012 |
| | 302-644-6990 |



ResponseLINK
Enhancing Your Safety—Ensuring Your Independence

Personal Emergency Response System

- Two Way Crystal Clear Communications
- Personal Safety-Help at the Press of a Button
- Medication/Compliance Monitoring

No Other System Provides
More...For Less

*National Company with
Personalized Local Service*

Serving All of DELAWARE

Main 302-456-9012
Sussex Co 302-644-6990



Employment



These agencies offer employment training and placement services for persons with disabilities.

ARC/DE

1016 Centre Road
Wilmington, DE 19805
302-996-9400
302-856-6019

Carelink Community Support Services

100 W. 10th Street
Wilmington, DE 19801
302-429-6693

Chimes Delaware

514 Interchange Blvd.
Newark, DE 19711
302-452-3400
800-9-CHIMES

CLIMB to EMPLOYMENT (benefits counseling)

Call the DVR office closest to you:

302-761-8275
302-368-6890
302-739-5478
302-856-5730

Delaware Association of Rehabilitation Facilities (DELARF)

100 W. 10th Street
Wilmington, DE 19801
302-622-9177



321 East 11th Street — Wilmington, DE 19801
www.elwyn.org

302-658-8860

WORK SERVICES

Work and volunteer opportunities, vocational evaluation, supported and competitive employment services for adults with disabilities

ADULT DAY SERVICES

Activity-focused day program services with ongoing healthcare supports

IN-HOME SUPPORTS

Respite services for people with challenges in their own homes and communities

**Delaware Department of
Labor, Division of
Vocational Rehabilitation**
www.delawareworkforce.com

- 4425 N. Market Street
P.O. Box 9969
Wilmington, DE 19809
302-761-8275
- Appoquinimink State
Service Center
122 Silver Lake Road
Middletown DE 19709
302-378-5779
- Pencader Office Park
190 Executive Drive
Newark DE 19702
302-368-6980
- Carroll's Plaza
1114 DuPont Highway,
Suite 105
Dover, DE 19901
302-739-5478
- Georgetown
Professional Park
600 N. DuPont Hwy,
Suite 212
Georgetown, DE 19947
302-856-5730

**Disabled Veterans
Outreach (Delaware
Department of Labor)**
302-761-8085 or
302-368-6622 or
302-739-5473 or
302-856-5230

**Delaware Health and Social
Services Division for the
Visually Impaired (DVI)**

- 1901 N. DuPont Highway
New Castle, DE 19720
302-255-9800
- 11-13 S.W. Front Street
Milford, DE 19963
302-424-7240

**Easter Seals - Delaware and
Maryland's Eastern Shore**

- 61 Corporate Circle
New Castle, DE 19720
302-324-4444
- 100 Enterprise Place,
Suite 1
Dover, DE 19904
302-678-3353
- 504 W. Market St.
Georgetown, DE 19947
302-855-9815

Elwyn Delaware
321 E. 11th Street
Wilmington, DE 19801
302-658-8860

Employment



First State Project with Industry

1007 N. Market Street
Suite DG-8
Wilmington, DE 19801
302-774-4559

Goodwill Industries of Delaware and Delaware County

300 E. Lea Blvd.
Wilmington, DE 19802
302-761-4640

Kent Sussex Industries

301 N. Rehoboth Blvd.
Milford, DE 19963
302-422-4014

Opportunity Center Inc.

3030 Bowers Street
P.O. Box 254
Wilmington, DE 19899
302-762-0300

Salvation Army

400 W. Market Street
Wilmington, DE 19801
302-656-1696
302-856-7145
302-628-2020

Financial Assistance/ Consumer Counseling



These agencies will assist consumers who are in financial debt in establishing a debt management plan and offer financial planning options for family members with special needs.

Consumer Credit Counseling Service

2055 Limestone Rd., Suite 212, Wilmington, DE 19808
302-996-9004, 800-642-2227

Debt Council for Seniors and the Disabled

800-992-3275 (if your only income is Social Security,
disability, pension or VA benefits, call for legal advice.)

Delaware Community Reinvestment Advisory Council (DCRAC)

601 N. Church St., Wilmington, DE 19801
302-654-5024

Delaware Cooperative Extension Service

461 Wyoming Avenue, Newark, DE 19716
302-831-2667

69 Transportation Circle, Dover, DE 19901
302-730-4000

16483 County Seat Highway, Georgetown, DE 19947
302-856-7303

Delaware Money School (free classes statewide)
800-642-2227

Division of State Service Centers

1901 N. DuPont Highway, New Castle, DE 19720
302-255-9500
(see map of Delaware state service centers - next page)

DELAWARE ASSISTIVE TECHNOLOGY LOAN FUND
DELAWARE TELEWORK EQUIPMENT LOAN FUND

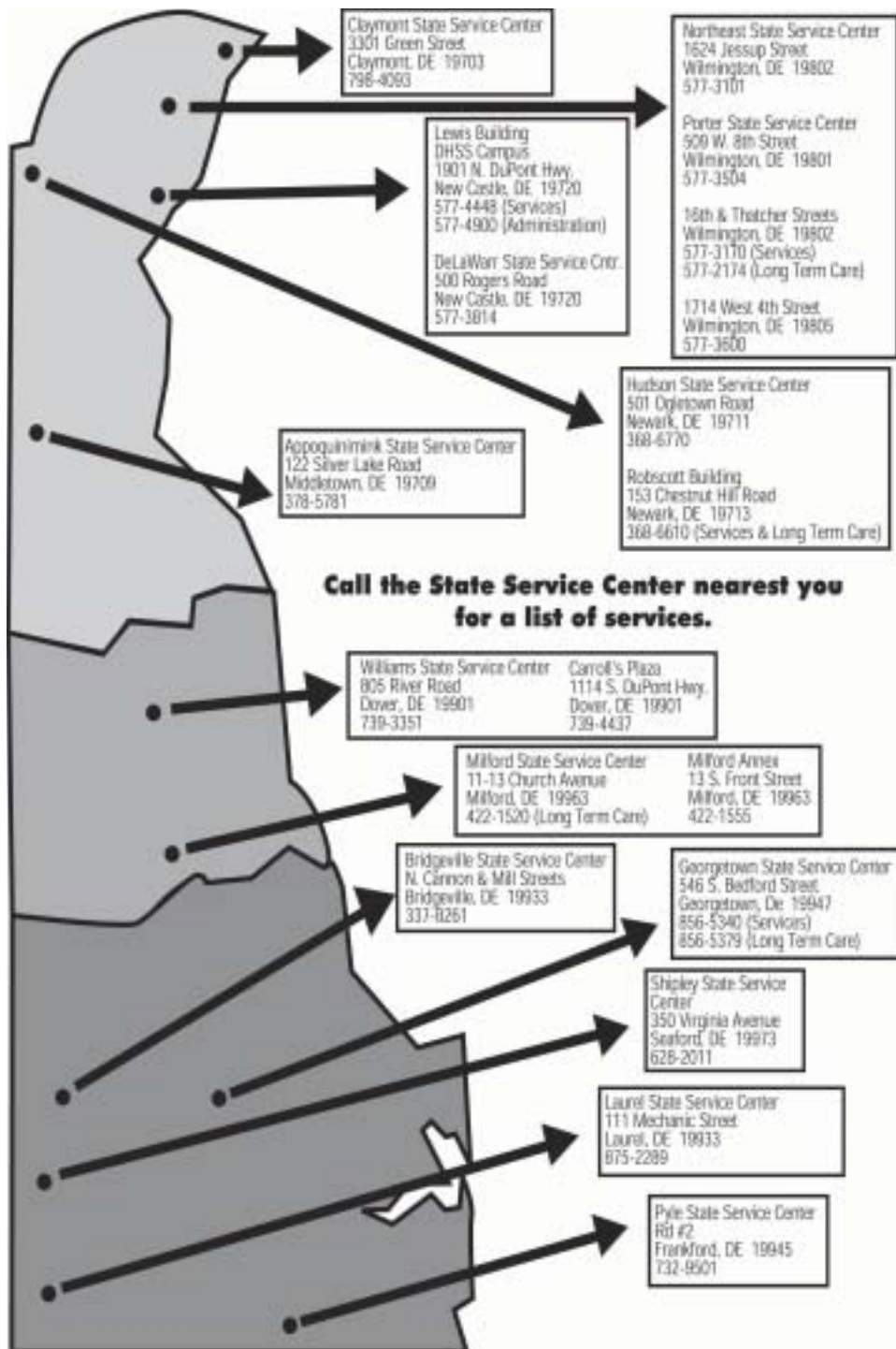
For persons seeking a loan to purchase assistive technology such as home modifications, vehicle modifications, communication devices, sensory aids and adapted computer equipment. Also, the Telework Loan Fund can provide a loan for equipment and modifications so a person can work from home or another remote location. Contact the Delaware Assistive Technology Initiative at 302-651-6790 or email dati@asel.udel.edu or go to the web at www.dati.org/funding/index.html.

Delaware CarePlan Inc.

1016 Centre Road, Wilmington, DE 19805
302-633-4000

If you have a family member with special needs and are concerned about who will care for these needs when you are no longer able to do so, meet with the Delaware CarePlan staff to develop a long term plan.

Continued to page 39



Financial Assistance/ Consumer Counseling



MetLife Financial Services

111 Continental Drive, Newark, DE 19713

302-781-1055

Financial Planner Diann Jones specializes in estate planning for special kids. Also, see www.metlife.com for a series of brochures related to financial planning and persons with disabilities.

TELEPHONE SERVICE DISCOUNTS

Telephone service discounts for low-income persons - contact LifeLine Assistance and Link-Up America at www.lifelinesupport.org. You are eligible for LifeLine in Delaware if you participate in any of these programs: Food Stamps, LIHEAP (energy assistance), Medicaid, Section 8 Housing Assistance, SSI, TANF, free lunch program. Call 302-255-9659 for more information.

Government Programs



See www.Delaware.gov for a listing of online Delaware government services and information. See www.benefits.gov or call 800-FED-INFO for federal government benefits information.

MEDICAID

DHSS' Division of Social Services administers the Medicaid Program (also known as Medical Assistance or Title XIX of the Social Security Act). This is a federal/state insurance program which

Government Programs



covers specified medical expenses for the low-income aged, blind, and disabled. There are distinct eligibility criteria for participation in the program.

302-368-6610

302-424-7210

800-372-2022

MEDICAID WAIVER FOR THE ELDERLY AND DISABLED

The Medicaid Home and Community-Based Services Waiver Program allows low-income persons with disabilities to remain in their own homes rather than going into an institutional setting. A person who is eligible for this program can receive all regular Medicaid services and, as needed, case management, homemaker, respite



Flo's No Fool.

She's wise to Medicare fraud and abuse tactics. Flo knows how to spot them, and report them. She learned how from the Senior Medicare Patrol Program. And she's just one of thousands of Delaware seniors who won't be conned.

Protect yourself from Medicare Fraud and Abuse.

Call the Senior Medicare Patrol Hotline — and join Flo in showing abusers that Delaware seniors can't be fooled.

1-800-223-9074

This message was funded, in part, by a grant from the Administration on Aging, Department of Health and Human Services. The expressed views are solely those of the Delaware Division of Services for Aging and Adults with Physical Disabilities.



care (both home and institutional), an emergency response system and day care. For financial eligibility information, call the Division of Social Services:

302-368-6610

800-372-2022

For information about the Medicaid waiver program, call DHSS Division of Services for Aging and Adults with Physical Disabilities:

302-453-3820

302-424-7310

800-223-9074

MEDICARE

Medicare is a federal health insurance program for people aged 65 and older, qualified disabled persons, and persons with chronic kidney disease. Local Social Security Administration offices take applications for Medicare and provide information about the



**GET A GRIP ON OUR HEALTHY AGING
OUTREACH PROGRAM**

Planning a health fair, conference or community event? Ask us about our healthy aging outreach program for mature adults. Table top displays. Health and wellness information. Speakers. And more.

Our message: *It's never too late to take charge of your health!*

 **DELAWARE HEALTH
AND SOCIAL SERVICES**
DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES

1-800-223-9074

Government Programs



program. For more information, call 1-800-MEDICARE (800-633-4227) or 1-877-486-2048 (TTY), or visit www.medicare.gov.

Delaware Contacts

Part A - National Government Services

..... 1-800-MEDICARE

Part B - TrailBlazer Health Enterprises, Inc.

..... 1-800-MEDICARE

Home Health & Hospice

Cahaba, Alabama BCBS..... 1-800-MEDICARE

Durable Medical Equipment

National Heritage Insurance Co. . 1-800-MEDICARE

Quality of Care Issues

Quality Insights..... 866-475-9669, 302-475-8100



GRANDPARENTS & RELATIVES RAISING OTHERS' CHILDREN

Contact

JOINING GENERATIONS

at **255-9390** or **1-800-223-9074**

for information on statewide support &
education group programs, Grand Time Off and
Camp Respite School Break/Summer Camps.



**DELAWARE HEALTH
AND SOCIAL SERVICES**

DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES

DELAWARE SENIOR MEDICARE PATROL

Delaware Senior Medicare Patrol is a federally funded project offered through the Delaware Division of Services for Aging and Adults with Physical Disabilities to teach Medicare beneficiaries to be better health care consumers. Volunteers are recruited and trained to lead sessions for other beneficiaries about how to identify and report possible health care fraud.

Delaware Senior Medicare Patrol 800-223-9074

DELAWARE MONEY MANAGEMENT PROGRAM

A joint program with AARP, the program offers money management assistance to low-income seniors and adults with physical disabilities who have difficulty budgeting, paying routine bills and keeping track of financial matters. Trained volunteers assist persons who do not have friends or relatives able or willing to help.

Delaware Money Management Program . 800-223-9074



Don't Mess with Maggie.

She's a real spitfire when it comes to Medicare fraud and abuse tactics. Maggie knows how to spot it, and report it. She learned how from the Senior Medicare Patrol Program. And she's just one of thousands of Delaware seniors who won't be conned.

Protect yourself from Medicare Fraud and Abuse.

Call the Senior Medicare Patrol Hotline — and join Maggie in showing abusers that it doesn't pay to mess with Delaware seniors.

1-800-223-9074

This message was funded, in part, by a grant from the Administration on Aging, Department of Health and Human Services. The expressed views are solely those of the Delaware Division of Services for Aging and Adults with Physical Disabilities.





ELDERinfo

ELDERinfo, State Health Insurance Assistance Program, is a public service provided by the Delaware Insurance Department to help Medicare beneficiaries understand their Medicare, Medicaid, long term care insurance and other types of health insurance.

ELDERinfo 800-336-9500

SOCIAL SECURITY AND SUPPLEMENTAL INCOME (SSI)

The Social Security Administration manages the Social Security and SSI programs. Eligibility and benefits for Social Security depend upon one’s employment history. Benefits are also payable to spouses, widow/widowers, and minor or disabled children of retired, disabled, or deceased workers.

The federal guaranteed income program for the elderly, blind and disabled, Supplemental Security Income, provides a guaranteed minimum income for individuals whose incomes are below a certain level.

The Social Security Administration also processes applications for Medicare, and forwards applications for Medicaid to appropriate agencies. For more information about Medicare and Medicaid please refer to the Medicare and Medicaid chapters of this guide. The web site is www.ssa.gov.

For more information, call:

| | |
|-------------------------------------|---------------------|
| WILMINGTON/NEW CASTLE COUNTY | 302-323-0304 |
| Toll Free | 800-772-1213 |
| KENT COUNTY | 302-674-5162 |
| Toll Free | 800-772-1213 |
| SUSSEX COUNTY | 302-856-9620 |
| Toll Free | 800-772-1213 |

For more information about state of Delaware agencies, call Delaware Helpline at 800-464-4357.

Veterans Administration

Benefits and Information..... 800-827-1000

For a copy of "Federal Benefits for Vets and Dependents" call 866-512-1800 or go to www.va.gov.

THE GOVERNOR'S ADVISORY COUNCIL ON SERVICES FOR AGING AND ADULTS WITH PHYSICAL DISABILITIES

The Governor's Advisory Council on Services for Aging and Adults with Physical Disabilities serves in an advisory capacity to DHSS' Division of Services for Aging and Adults with Physical Disabilities. The Council seeks to protect, promote, and advocate for older Delawareans and adults with physical disabilities. Council members are appointed by the Governor and represent all geographic areas of Delaware. For more information, call:

**DHSS Division of Services for Aging and
Adults With Physical Disabilities**

New Castle County302-255-9390

Statewide Toll free800-223-9074

Read It On Line!

Many publications are available for free on our web site, including the popular *Guide to Services for Older Delawareans*. Visit the "Publications" section of our site for more information!

www.dhss.delaware.gov/dsaapd



**DELAWARE HEALTH
AND SOCIAL SERVICES**
DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES

Home Health Care/ Hospice



Home health care services help individuals function as independently as possible in their own homes. The services provided vary from agency to agency and may include duties such as personal care, meal preparation, light housekeeping, laundry and shopping. Home health care may involve medical-oriented care, ranging from dressing changes by a trained, supervised aide, to physical therapy, education and self-care provided by a licensed professional.

Provided here is a list of home health agencies licensed in the state of Delaware. These organizations provide a variety of services and will accept different types of payment.

Hospice is a choice when recovery is no longer possible. Hospice focuses on care, not cure, ensuring that patients and their families

Trusted Homecare

Personal Care ♦ Homemaking ♦ Companionship



Celebrating 25 Years of Caring

Serving Delaware

New Castle **302-456-9904**
Sussex Co **302-644-6990**

***Affordable Hourly
and Live-in Rates***



GRISWOLD SPECIAL CARE

A Tradition of Homecare Excellence

www.GriswoldSpecialCare.com

Helping People Live Longer At Home

receive the care, comfort and support they need. Pain and symptom management and emotional support are provided in the familiar surroundings of home, regardless of the ability to pay.

NEW CASTLE COUNTY

ADDUS HealthCare

5614 Kirkwood Hwy.
Wilmington, DE 19808
302-995-9010

Bayada Nurses, Inc.

750 S. Madison Street
Wilmington, DE 19801
302-658-3000

Bayada Nurses, Inc.

1400 Peoples Plaza
Newark, DE 19702
302-836-1000

Christiana Care/Visiting Nurse Association

One Reads Way, Suite 100
New Castle, DE 19720
302-327-5212

Compassionate Care Hospice

5239 W. Woodmill Drive
Wilmington, DE 19808
800-219-0092

Compassionate Home Health Care

5610 Kirkwood Hwy.
Wilmington, DE 19808
302-999-8864

Delaware Hospice, Inc.

3515 Silverside Road
Wilmington, DE 19810
302-478-5707
800-838-9800

Eldercare/Molter Associates

3203 Concord Pike
Wilmington, DE 19803
302-479-5200

INDEPENDENCE

In the privacy of your own home

State Licensed/Medicaid & VA Approved

- Bathing/Incontinence Care
- Laundry/Li. Housekeeping
- Respite Care
- Companionship
- Grocery Shopping
- Emergency Monitoring Systems
- Meal Preparation
- Transportation

Our friendly caregivers are fully screened, bonded & insured.

For a Free Color Brochure or In-Home Consultation,
Call: (302) 286-0100 • Fax: (302) 286-1015

www.comfortkeepers.com



**Comfort
Keepers**

*Each Office Independently
Owned and Operated*

Home Health Care/ Hospice



Generations Home Care
15 Ashley Place
Wilmington, DE 19804
302-658-6731
302-322-3100

Heartland Home Health Care
267 E. Main Street
Newark, DE 19711
302-455-1500

Home Health Corporation
of America
260 Chapman Road
Newark, DE 19702
302-738-9756

Home Health Services by T.L.C.

2915 Ogletown Road
Newark, DE 19713
302-322-5510

Ingleside Home Health Care

1005 N. Franklin St.
Wilmington, DE 19806
302-575-0250, ext. 2215

Interim Health Care

2 Reads Way
Newark, DE 19720
302-322-2743



- Alzheimer's & Dementia Care
- On-Site Physical Speech & Occupational Therapy
- Respite & Long Term Nursing Care
- Veterans Financial Assistance Residency Program
- Hospice Care

Newark Manor

(302) 731-5576

254 West Main Street, Newark, DE 19711

www.newarkmanor.com

Life Force Elderly Services

1203 Polly Drummond
Office Park
Newark, DE 19711
302-737-4400

Loving Care Agency

5700 Kirkwood Hwy.
Wilmington, DE 19808
302-993-7895

Maxim Health Care

1409 Foulk Road
Wilmington, DE 19803
302-478-3434

Neuro Care/Total Care

201 Ruthar Drive, Suite 5
Newark, DE 19711
302-738-6400

Odyssey Health Care

1404 Foulk Road
Wilmington, DE 19803
302-479-7500

Oncology Care Home Health

267 E. Main St.
Newark, DE 19711
302-455-1500

A lifetime of stories deserves a happy ending.

For everything he did and said. For all the times he gave of himself. The tales he told, the songs he sang. Now the roles are reversed, and he needs you—more than ever. We can be there to lend a hand. We respond quickly and listen carefully. We tailor what we do to what he needs and what you need. To ease the burden and relieve the stress, call Delaware's most trusted hospice.

Call today for your confidential visit, 800-838-9800. Or go to www.delawarehospice.org.



**DELAWARE
HOSPICE**
Since 1992



Home Health Care/ Hospice



St. Francis Home Health Care

7th and Clayton Streets
Wilmington, DE 19805
302-575-8240

Saints Home Health Care

1601 Concord Pike
Wilmington, DE 19803
302-652-4617

Vitas Hospice

100 Commerce Drive
Newark, DE 19713
302-451-4000

KENT COUNTY

ADDUS Health Care

600 NE Front Street
Milford, DE 19963
302-424-4842

Bayhealth at Kent General Home Health Care

560 S. Governors Avenue
Dover, DE 19904
302-674-7300

Bayhealth at Milford Memorial Home Health Care

104 N.E. Front Street
Milford, DE 19963
302-424-5590

Trusted Care for the Senior You Care for.



- Companionship
- Meal Preparation
- Medication Reminders
- Light Housekeeping
- Shopping & Errands

Call for a free,
no-obligation appointment:
Wilmington 302-654-4003
Dover 302-697-6435

Home Instead
SENIOR CARE

*With a little help
from a friend.*

Each Home Instead Senior Care franchise office is independently owned and operated.

homeinstead.com

**Christiana Care Visiting
Nurse Association**

2116 S. DuPont Highway
Camden, DE 19934
302-698-4300
888-VNA-0001

**Christiana Care Visiting
Nurse Association**

611 S. DuPont Highway
Milford, DE 19963
302-422-2010
800-VNA-0001

**Compassionate Care
Hospice**

201B DuPont Highway
Millsboro, DE 19966
302-424-8230
800-219-0092

Delaware Hospice

911 S. DuPont Hwy.
Dover, DE 19901
302-678-4444
800-838-9800

Generations Home Care

1125 Forrest Ave.
Dover, DE 19904
302-734-7005

Home Health Care by TLC

1241 College Park Drive
Dover, DE 19904
800-560-0114

**Home Health Corporation
of America**

2145 S. DuPont Hwy.
Dover, DE 19901
302-697-7125
800-655-9299

Interim Health Care

907 S. Governors Avenue
Dover, DE 19901
302-734-3131

Maxim Health Care

1012 State College Road
Dover, DE 19904
302-734-9040

**Do You Need
Respite Care?**

go to

www.familyandworkplace.org

click on

Respite Online

Administered by:

**The Family and
Workplace Connection**

Home Health Care/ Hospice



**Professional Home
Health Care**
2145 DuPont Highway
Dover, DE 19901
302-697-7125

SUSSEX COUNTY

**Beebe Home
Health Agency**
20232 Ennis Road
Georgetown, DE 19947
302-854-5210

CHEER Home Health Services
20520 Sandhill Road
Georgetown, DE 19947
302-854-9555

**Compassionate
Care Hospice**
220113 W. DuPont
Highway
Millsboro, DE 19966
302-934-5900
800-219-0092

Delaware Hospice
600 DuPont Hwy.
Georgetown, DE 19947
800-838-9800

Generations

Home Care, Inc.

205 East Market Street
Georgetown, DE 19947
302-856-7774

Home Health Corporation of America

401 N. Bedford Street
Georgetown, DE 19947
302-855-0310

Home Health Services by TLC

311 W. 9th Street
South Bethany Beach,
DE 19930
800-560-0114

Peninsula Home Care

9470 Herring Run Road
Seaford, DE 19973
302-629-4914

Professional Home Health Care

401 N. Bedford Road
Georgetown, DE 19947
302-855-1220

Housing



These agencies provide housing for persons with low to moderate incomes. Call each agency for the income guidelines, a list of housing options and placement on a waiting list, if necessary.

Also, request a copy of “Housing in a Hurry” resource guide from the Delaware Housing Coalition at 302-678-2286 or www.housingforall.org

Delaware State Housing Authority

Carvel State Office Building
820 N. French Street, Wilmington, DE 19801
302-577-5001

1289 Walker Road, Dover, DE 19904
302-739-6940

Dover Housing Authority

76 Stevenson Drive, Dover, DE 19901
302-678-1965

Kent County Department of Community Development and Planning

414 Federal Street, Room 320
Dover, DE 19901
302-774-2480

Need Affordable Housing Assistance?

Call Delaware State Housing Authority! (302) 739-4263,
(302) 577-5001, or toll free, (888) 363-8808.

- ✓ Rental Assistance
- ✓ Homeownership Programs
- ✓ Housing Rehabilitation Assistance

www.destatehousing.com



Housing



New Castle County Department of Community Services

87 Reads Way, New Castle, DE 19720

302-395-5610

Newark Housing Authority

313 E. Main Street, Newark, DE 19711

302-366-0826

Sussex County Community Development and Housing

8 N. Race Street, Georgetown, DE 19947

302-855-7777

Wilmington Housing Authority

400 N. Walnut Street, Wilmington, DE 19801

302-429-6700

HUD (Housing and Urban Development)

Wilmington Field Office:

302-573-6300

ARC of Delaware

(homeownership opportunity for persons with cognitive disabilities)

302-996-9400

B'nai B'rith Housing

(housing for seniors and persons with disabilities)

8000 Society Drive, Claymont, DE 19703

302-798-6846

Connections CSP

(housing for persons with mental illness)

866-477-5345

HOUSING COUNSELING

If you are considering home ownership and have questions about available low-interest loans, or you are applying for a reverse

mortgage if you own your home and are age 62 and over, contact these housing agencies. For help with a mortgage or to learn how to avoid foreclosure, call the Deputy Bank Commissioner for Consumer Affairs at 302-577-5092.

Centers for Homeownership

YWCA

153 E. Chestnut Hill Rd., Newark, DE 19713

302-224-4060

Community Housing Inc.

613 Washington Street, Wilmington, DE 19801

302-652-3991

Housing Opportunities of Northern Delaware (HOND)

100 West 10th Street, Suite 1004

Wilmington, DE 19801

302-429-0794

NCALL Research Inc.

363 Saulsbury Rd., Dover, DE 19904

302-678-9400

302-283-7505

302-855-1370

Peoples Settlement Association

408 East 8th Street, Wilmington, DE 19801

302-658-4133

West End Neighborhood House Inc.

1218 B Street, Wilmington, DE 19801

302-652-3928

Neighborhood House

302-658-4171

First State Community Action Agency Inc.

P.O. Box 877, Georgetown, DE 19947

302-856-7761

Housing



HOUSING DISCRIMINATION

If you believe you have been denied housing because of your race, religion, a disability, or other factors, you may file a complaint with HUD (the federal Department of Housing and Urban Development) under the Fair Housing Act by calling the Delaware State Human Relations Commission or by calling HUD directly.

State Human Relations Commission

New Castle County302-577-5050

Kent County302-739-4567

Sussex County302-856-5331

HUD Fair Housing Information/

Publications Center800-767-7468

HUD Fair Housing Complaints.....888-799-2085

HUD Veterans Resource Center800-998-9999

Delaware Housing Coalition.....302-678-2286

Tenants Rights Hotline.....888-335-7928

NATIONAL ACCESSIBLE APARTMENT CLEARINGHOUSE

Call for information about select Delaware apartment complexes that may be listed on the database.

800-421-1221 or www.accessibleapartments.org

Questions About Advance Directives?

We've got Answers.

Many people have questions about Advance Directives (also known as Living Wills). Visit our web site for information about advance directives and how they work. While you're there, you can also download a copy of Delaware's Advance Directive Form.

www.dhss.delaware.gov/dsaapd



**DELAWARE HEALTH
AND SOCIAL SERVICES**

DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES

Information and Assistance



These agencies offer a database of information about Delaware agencies that offer services to the public.

Contact Delaware (24-hour help line for rape crisis, suicide counseling, crisis intervention)

P.O.Box 9525, Wilmington, DE 19809

302-761-9100

800-262-9800

Delaware Helpline (Statewide information and referral to over 2,100 health and human service programs, including government offices and personnel.)

900 N. King Street, Wilmington, DE 19801

800-464-4357

800-273-9500 (out of state)

**Caring for an
elderly loved one?**

ElderOnline™ can help!

ElderOnline provides free, quick, and easy access to information on a wide variety of elder care services in Delaware, such as:

Adult day care programs

Assisted living facilities

Nursing homes

Senior centers

Home health agencies

Companion services

Transportation options

And more!

www.familyandworkplace.org

Administered by:

The
Family & Workplace
Connection

*With special thanks to ElderOnline's founding
sponsors, AARP Delaware and AstraZeneca.*

**Do You Need
Respite Care?**

go to

www.familyandworkplace.org

click on

Respite Online

Administered by:

**The Family and
Workplace Connection**



Family and Workplace Connection

(child care and elder care referrals and new
respite-provider network)

3511 Silverside Road, Wilmington, DE 19810
302-479-1660

Hispanic Outreach, Latin American

Community Center.....302-655-7338

Kent County Community

Services Department.....302-698-6444

LONG TERM CARE OMBUDSMAN PROGRAM

DHSS' Long Term Care Ombudsman Program provides impartial fact-finders whose job it is to assure that adults in licensed institutions, nursing homes, assisted living and adult foster care homes receive fair treatment. The Ombudsman seeks to:

- Investigate and resolve complaints made by or on behalf of residents of long term care facilities regarding violations of patients' rights.
- Train volunteers and others to participate in the Ombudsman Program.
- Advocate for improving the quality of life for residents of long term care facilities.
- Provide information and training to residents, families, and staff on topics such as patient rights, living wills, and patient abuse.

For more information, or to register a problem or complaint, call:

**DHSS Division of Services for Aging and
Adults with Physical Disabilities**

New Castle County302-255-9390

Kent/Sussex County.....302-424-7310

Statewide Toll Free.....800-223-9074

DHSS DIVISION OF LONG TERM CARE RESIDENT PROTECTION

This Division promotes the quality of care, safety and security of people living in long term care facilities and ensures these facilities' compliance with applicable state and federal laws designed to protect these residents. For more information or to make a complaint, call 877-453-0012.

New Castle County302-577-6666

Kent/Sussex County302-424-8600

Interpreters for the Deaf



These services can assist you in finding sign language, oral or tactile interpreters for persons who are deaf or hard of hearing.

Deaf Communication Services Inc.

PO Box 7004, Newark, DE 19714-7004

302-266-6877

terpservice@comcast.net

DEAFinitions and Interpreting

1148 Pulaski Highway, Bear, DE 19701

302-563-7714

deafinitionsterp@yahoo.com

<http://www.deafinterpreting.com>

Deaf-Hearing Communication Centre

630 Fairview Road, Swarthmore, PA 19081

610-604-0452

info@dhcc.org

<http://www.dhcc.org>

Office of the Deaf and Hard of Hearing

Delaware Division of Vocational Rehabilitation

302-761-8275 (V/TTY)

Interpreters for the Deaf



If you need to call a person who uses a TTY, call the Delaware Relay Service. These services act as a facilitator for the two-way conversation. The operators use a TTY to express your message to the deaf person and verbally deliver the response back to the caller.

Delaware Relay Service

711 (V/TTY) universal access or 800-232-5470

STS (SPEECH TO SPEECH)

STS is a phone service that enables people with a speech disability to make phone calls. Those who stutter, have cerebral palsy, muscular dystrophy, multiple sclerosis, or have speech difficulties after a stroke or brain injury can benefit from STS. You do not need to have a speech difficulty to make an STS call. You may wish to call someone who has speech difficulties. Call 877-335-7274 (English) or go to www.STSnews.com.

Visit us on the web!

Visit our user-friendly web site for information of interest to older persons, adults with physical disabilities, caregivers, service professionals, and others in Delaware.

www.dhss.delaware.gov/dsaapd



**DELAWARE HEALTH
AND SOCIAL SERVICES**

DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES

Legal Services



These agencies can assist persons of low income with certain legal matters.

Community Legal Aid Society Inc. Disability Law Program

100 W. 10th Street
Suite 801
Wilmington, DE 19801
302-575-0660

840 Walker Road
Dover, DE 19904
302-674-8500

144 E. Market Street
Georgetown, DE 19947
302-856-0038

Delaware Volunteer Legal Services

P.O. Box 7306
Wilmington, DE 19803
302-478-8850
800-773-0606

Lawyer Referral Service

1225 N. King Street
10th floor
Wilmington, DE 19801
302-478-8850
800-773-0606

Legal Help Link (referral service)

302-478-8850

Legal Services Corp. of Delaware

100 W. 10th Street
Wilmington, DE 19801
302-575-0408

208 S. Governors Ave.
Dover, DE 19903
302-734-8820

Questions About Advance Directives? *We've got Answers.*

Many people have questions about Advance Directives (also known as Living Wills). Visit our web site for information about advance directives and how they work. While you're there, you can also download a copy of Delaware's Advance Directive Form.

www.dhss.delaware.gov/dsaapd



**DELAWARE HEALTH
AND SOCIAL SERVICES**
DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES

Medical Care



HEALTH CLINICS

The following health clinics accept fees based on your ability to pay for persons with minimal or no health insurance:

Casa San Francisco
127 Broad Street
Milton, DE 19968
302-684-8694

**Center of Hope
St. Francis Hospital**
523 Kirkwood Highway
Newark, DE 19711
302-369-9370

**Claymont Family Health
Services**
3301 Green Street
Claymont, DE 19703
302-798-9755

**Christiana Care Breast
Cancer Screening/
Avon's Helping Hand**
302-765-4546

**Christiana Care
Community Health
Outreach Coordination**
302-765-4161

**Delaware Breast
Cancer Coalition**
100 W. 10th Street
Wilmington, DE 19801
866-312-DBCC
www.debreastcancer.org

**Delaware Cancer
Treatment Program**
Division of Public Health/EDS
P.O. Box 950
New Castle, DE 19720
800-996-9969

**Delaware Technical and
Community College
(Wilmington) Dental Clinic**
333 Shipley Street
Wilmington, DE 19801
302-571-5364

**Delmarva Rural Ministries/
Kent Community
Health Center**
26 Wyoming Avenue
Dover, DE 19904
302-678-2000

Henrietta Johnson
Medical Center
601 New Castle Ave.
Wilmington, DE 19801
302-655-6187

700 Lea Blvd.
Wilmington, DE 19803
302-761-4610

Hope Medical Clinic
Modern Maturity Center
1121 Forrest Avenue
Dover, DE 19901
302-735-7551

La Red Health Center
505-A W. Market Street
Georgetown, DE 19947
302-855-1233

Nemours Health Clinic
1801 Rockland Road
Wilmington, DE 19803
302-651-4406,
800-292-9538 (for
low income Delaware
residents who are
over age 65)



**GET TESTED
FOR COLON CANCER.**

Colon cancer is preventable. Everyone 50 and older should get tested. One simple examination is all it takes. It can even find and remove polyps that could become cancer. Don't wait. Get tested. It could save your life.

Talk to your doctor today to get tested. Or call 1-800-464-HELP to find out if you qualify for a free colon cancer test through Screening for Life.

Made possible, in part, with the cooperation
of the Delaware Cancer Consortium.

screening
**for
life**
Promoting Breast
Cancer and
Colorectal Health

 Delaware Cancer Consortium
Breast and Colorectal Health
Screening, Prevention and Control Program

Medical Care



**Pierre Toussaint
Dental Clinic**
830 Spruce Street
Wilmington, DE 19801
302-652-8947

Planned Parenthood
140 E. Delaware Ave.
Newark, DE 19711
302-731-7801

625 Shipley Street
Wilmington, DE 19801
302-655-7293

3009 Philadelphia Pike
Claymont, DE 19703
302-798-8000

805 S. Governors Ave.
Dover, DE 19901
302-678-5200

Midway Shopping Center
Rehoboth Beach, DE 19971
302-645-2737

**St. Claire Medical
Outreach Van**
302-575-8218

Sussex Smiles Dental Care
Stockley Campus
Georgetown, DE 19947
302-934-6910

Westside Health Services
1802 W. 4th Street
Wilmington, DE 19801
302-655-5822

27 Marrows Road
Newark, DE 19713
302-455-0900

**Wilmington Hospital
(Christiana Care)
Health Department**
501 West 14th Street
Wilmington, DE 19801
302-428-6436

**Wilmington Hospital
Dental Clinic**
302-428-4850

See www.delawarestatedentalsociety.org for
a list of dental clinics for children and adults
in Delaware.

Delaware Mobile Dentistry (Kent County)

Delaware Mobile Dentistry offers general dental care to residents of nursing homes, retirement communities and rehabilitation facilities in southern Delaware. They are accessible to persons using a wheelchair. If you live near Dover, they may be able to call on you at home. Charges are comparable to services in a dentist's private office.

Dr. Terry A. Bryan, D.M.D.

189 South Fairfield Drive

Dover, DE 19901 302-698-9901

SCREENING FOR LIFE, DHSS, Division of Public Health

Screening for Life offers FREE pap tests, mammograms and colorectal screenings to eligible women. Screening for Life has purchased special examination tables to better serve persons with



Take
Good
Care

**Taking Good Care means
knowing about the quality
of your healthcare.**

Quality Insights of Delaware,
the First State's Medicare Quality
Improvement Organization,
can help you learn what to look for.

1-866-475-9669 • www.qide.org



Quality Insights

Quality Insights of Delaware

The Medicare Quality Improvement Organization

IMPROVING THE HEALTH OF THE PEOPLE WE SERVE.

Paid for by Quality Insights of Delaware under contract with the Centers for Medicare & Medicaid Services, an agency of the U.S. Department of Health and Human Services.

Medical Care



disabilities. These tables are specially made for persons using wheelchairs. For an appointment using one of these special tables, contact Screening for Life via the Delaware Helpline at 800-464-4357 or 302-741-8600.

HEALTH SCREENING

DHSS' Division of Public Health offers health screening services by appointment in clinics located throughout the state to persons age 35 and over. Call the Delaware Helpline at 800-464-4357 for a list of state service centers and the services available.

Other Cancer Resources:

American Cancer Society, 800-ACS-2345, www.cancer.org

Cancer Care, 800-813-HOPE, www.cancercare.org

Cancer Resource Network, 800-227-2345

Delaware Cancer Treatment Program (Division of Public Health), 800-996-9969

National Cancer Institute, 800-422-6237, www.cancer.gov

People Living with Cancer, 888-651-3038, www.plwc.org

Wellness Community (DE), 302-995-2850,
302-734-0898, 302-227-1155

Serious Wound Care Starts Here

Offering the newest therapies in wound treatment:

- Hyperbaric oxygen therapy
- Skin Substitutes
- Negative pressure therapy
- Growth factor therapy
- Compression therapy

Locations in Wilmington and Smyrna

302-765-4132

www.christianacare.org/woundcenter

08WCC7



CHRISTIANA CARE
HEALTH SYSTEM

Wound Care Center®

*Wound Care Center is a Wound
Care Centers Inc. network member.*

HOSPITALS

NEW CASTLE COUNTY

DuPont Hospital for Children

1600 Rockland Road, Wilmington, DE 19899

302-651-4000, 800-416-4441

Christiana Care - Christiana Hospital

4755 Stanton Ogletown Road, Newark, DE 19713

302-733-1000

Christiana Care - Wilmington Hospital

501 W. 14th Street, Wilmington, DE 19802

302-733-1000

Helen F. Graham Cancer Center

4701 Ogletown-Stanton Road, Newark, DE 19713

800-811-8116

DuPont Hospital for Children

P.O. Box 269, Wilmington, DE 19899

302-651-4000

MeadowWood Behavioral Health System

575 S. DuPont Hwy., New Castle, DE 19720

302-328-3330

Questions About Advance Directives?

We've got Answers.

Many people have questions about Advance Directives (also known as Living Wills). Visit our web site for information about advance directives and how they work. While you're there, you can also download a copy of Delaware's Advance Directive Form.

www.dhss.delaware.gov/dsaapd



**DELAWARE HEALTH
AND SOCIAL SERVICES**

DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES

Caring for an older relative or friend?

HOPE.

It's a phone call away.



Has caring for a loved one become overwhelming? Don't lose hope. Take care of yourself with help from CARE Delaware.

Through our Caregiver Resource Centers, we serve the needs of caregivers. Most importantly, we renew hope with personal consultations and connecting you with resources, local services, professionally-led support groups, education and training. With CARE Delaware's help, you'll be better able to take care while you give care.

All Caregiver Resource Center services are free and open to the public.

For information contact your local Caregiver Resource Center.

New Castle County

302.737.2336

ext. 21

Kent County

302.734.1200

ext. 186

Sussex County

302.337.8771 or 302.854.2886

CAREDelaware

Caregiver Assistance-Respite-Education



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Services for Aging and
Adults with Physical Disabilities

Caring for an older friend or relative?



Support is a phone call away.

CARE Delaware serves the needs and interests of caregivers through information, referral, support and education. Our team can assess your needs and connect you with resources, local services and training.

With our support, you'll be better able to take care while you give care.

For more information call 800.223.9074 or visit www.dhss.delaware.gov/dhss/dsaapd/care.html

CAREDelaware

Caregiver Assistance-Respite-Education



DELAWARE HEALTH AND SOCIAL SERVICES

Division of Services for Aging and
Adults with Physical Disabilities

Medical Care



Rockford Center

100 Rockford Dr., Newark, DE 19713
302-996-5480

St. Francis Hospital

7th & Clayton Sts., P.O. Box 2500, Wilmington, DE 19805
302-421-4100

Veterans Administration Medical Center

1601 Kirkwood Hwy., Wilmington, DE 19805
302-994-2511

KENT COUNTY

Bayhealth at Kent General Hospital

640 S. State St., Dover, DE 19901
302-674-4700



Need a doctor?

**Call the Physician
Referral Line at
1-866-BayDocs**

From allergists to urologists and every physician specialty in between, you'll find the right doctor to meet your needs by calling Bayhealth's Physician Referral Line. Or, visit Bayhealth's online physician referral service at www.bayhealth.org, where you can search our interactive physician database 24 hours a day.

**Bayhealth**
Medical Center

Medical Care



SUSSEX COUNTY

Bayhealth at
Milford Memorial Hospital
21 W. Clarke Ave.
Milford, DE 19963
302-422-3311

Beebe Medical Center
424 Savannah Rd.
Lewes, DE 19958
302-645-3300

Nanticoke Memorial
Hospital
801 Middleford Rd.
Seaford, DE 19973
302-629-6611

**Do You Need
Respite Care?**

go to

www.familyandworkplace.org

click on

Respite Online

**Administered by:
The Family and
Workplace Connection**

OTHER IMPORTANT NUMBERS:

Delaware Consumer Health Library
302-733-1122

Tel Med of the Delaware Academy of Medicine
(recorded health messages)
302-571-1010 or 800-794-6565

Foundation for Health Coverage Education
800-234-1317 www.coverageforall.org
to identify health coverage options

Vial For Life (New Castle County only)
to provide your personal medical history to
emergency personnel
302-395-8184

Drug Savings Card

(Kent and Sussex Counties only as of winter 2008)

To receive your 20%-off discount card, good at most pharmacies in Delaware, call
302-744-2300 or 302-855-7700

Nearby Pennsylvania rehabilitation hospitals:

Bryn Mawr Hospital.....888-REHAB41

Magee Hospital..... 800-96MAGEE

Moss Hospital.....215-456-9900
215-663-6000

PRACTICE WITHOUT PRESSURE CENTER

An agency that works with children and adults with disabilities to practice medical and dental procedures such as blood draws, dental cleaning and x-rays – even haircuts. The goal is for the individual to get through the procedure successfully, without restraint or trauma.

Practice Without Pressure Center

20 Russell Road, New Castle, DE 19720
302-832-2800

PRESCRIPTION ASSISTANCE PROGRAM

The state of Delaware offers a prescription assistance program for qualified low-income adults with disabilities and seniors over the age of 65 who do not have prescription drug coverage as part of their health insurance. The plan covers up to \$3000/year and requires a \$5.00 or 25% co-pay based on the drug cost (whichever is higher).

Prescription Assistance Program (EDS/DPAP)

P.O. Box 950, New Castle, DE 19720
800-996-9969, press 2, then 1

FREE PRESCRIPTION MEDICINE AVAILABLE TO THOSE WHO QUALIFY

Free Medicine Foundation

www.freemedicinefoundation.com
573-996-3333

Medical Care



Also, many drug companies have Patient Assistance Programs to help low-income persons pay for the drugs they need. The web sites below are some resources to access lower cost or free prescription medicines.

www.rxassist.org

www.helpingpatients.org

www.benefitscheckup.org

www.rxhope.com

www.needymeds.com



Nursing Homes

The term “nursing home” generally refers to a long term care facility which provides services to clients who are no longer able to live independently in the community. Below is a list of nursing homes in Delaware. See www.medicare.gov for a list of nursing homes and for inspection survey results. Contact the Delaware Division of Long Term Care Residents Quality Assurance Committee at 302-255-1780.

WILMINGTON

Gilpin Hall

1101 Gilpin Ave.
Wilmington, DE 19806
302-654-4486

Hillside Center

810 S. Broom Street
Wilmington, DE 19805
302-652-1181

Kentmere Nursing Care Center

1900 Lovering Avenue
Wilmington, DE 19806
302-652-3311

Parkview Nursing and Rehabilitation Center

2801 W. 6th Street
Wilmington, DE 19805
302-655-7568

Regency Health Care and Rehabilitation Center

801 N. Broom Street
Wilmington, DE 19806
302-652-3861

Riverside Transitional Care

700 Lea Blvd.
Wilmington, DE 19802
302-765-4400

NEW CASTLE COUNTY

Accord Health Service at Brandywine

505 Greenbank Road
Wilmington, DE 19808
302-998-0101

Arbors at New Castle

32 Buena Vista Drive
New Castle, DE 19720
302-328-2580

Broadmeadow Healthcare

5005 Broad Street
Middletown, DE 19709
302-449-3400

Churchman Village

4949 Ogletown-Stanton Rd.
Newark, DE 19713
302-998-6900

Cokesbury Village

726 Loveville Road
Hockessin, DE 19707
302-235-6000

Delaware Psychiatric Center (DHSS)

Carvel Building
1901 N. DuPont Hwy.
New Castle DE 19720
302-255-2700

Emily P. Bissell Hospital (DHSS)

3000 Newport Gap Pike
Wilmington, DE 19808
302-995-8434

Exceptional Care for Children

11 Independence Way
Newark, DE 19713
302-894-1001

Forwood Manor

1912 Marsh Road
Wilmington, DE 19810
302-529-1600

Foulk Manor North

1212 Foulk Road
Wilmington, DE 19803
302-478-4296

Foulk Manor South

407 Foulk Road
Wilmington, DE 19803
302-655-6249

Governor Bacon Health Center (DHSS)

Tilton Building
P.O. Box 559
Delaware City, DE 19706
302-836-2550

Highfield, Masonic Home of Delaware, Inc.

4800 Lancaster Pike
Wilmington, DE 19807
302-994-4434



Cadia
Healthcare

: Rehab & Nursing Services

Get Back to What Really Matters...



From short-term rehabilitation programs, to Alzheimer's care units, to longer term stays, Cadia Healthcare focuses on providing clients with the highest quality of service and care in the healthcare and rehabilitation fields. Cadia offers 4 facilities in the state of Delaware, covering all 3 counties. You chose the right hospital to have your elective surgery, now choose the right Short Stay program for your rehabilitation needs. Choose Cadia Healthcare, because when it comes to rehabilitation, only the best will do.

Call or Visit us Today!

Broadmeadow Healthcare

Serving Middletown, Newark, Bear,
Smyrna & Glasgow
Phone: 302.449.3400
www.broadmeadowhealthcare.com

Capitol Healthcare

Serving Dover, Camden,
& Smyrna
Phone: 302.734.1199
www.capitolhealthcare.com

Harbor Healthcare

Serving Lewes, Rehoboth, Milford,
Milton & Dewey
Phone: 302.645.4664
www.harborhlticare.com

Parkview Healthcare

Serving Greenville, Centerville,
Wilmington, & Elsmere
Phone: 302.655.7568
www.parkviewnursing.com

Nursing Homes



Ingleside Homes Inc.
1005 N. Franklin Street
Wilmington, DE 19806
302-575-0250,
ext. 2212

Jeanne Jugan Residence
185 Salem Church Road
Newark, DE 19713
302-368-5886

**Manor Care Pike Creek
Health Services**
5651 Limestone Road
Wilmington, DE 19808
302-239-8583

**Manor Care Wilmington
Health Services**
700 Foulk Rd.
Wilmington, DE 19803
302-764-0181

Mary Campbell Center
4641 Weldin Road
Wilmington, DE 19803
302-762-6025

Methodist Country House
4830 Kennett Pike
Wilmington, DE 19807
302-654-5101

Millcroft
255 Possum Park Road
Newark, DE 19711
302-366-0160

Delaware Cares About Your Well-Being

We're here to help you make informed decisions about assisted living and nursing homes.


Our *How to Select Long Term Care* publication is designed to make it easier for you to assess your loved one's needs, review nursing home options and make choices. A listing of all Delaware nursing homes and assisted living facilities with comparative information on costs and services is included.

For your free copy, call us at 1-800-223-9074.



DELAWARE HEALTH AND SOCIAL SERVICES

**DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES**



24-hour registered nursing
care in a family-like setting

A mission to care.

When you're choosing an eldercare center for someone you love, it can be hard to see what's really different about each place you consider. But at Franciscan Care Center at Brackenville, there's a difference you can feel. Because we're not-for-profit, our focus is on our Catholic mission of compassion, rather than a bottom line of income. Led by spiritual values, our hallmarks are a caring attitude, friendliness, and cleanliness. There's also peace of mind in knowing that we're backed by the sophisticated care of St. Francis Hospital. No wonder so many of our staff members stay for so many years - a reflection of just how unique our caring environment is.

Feel the difference our mission makes.

302-234-5420
100 St. Claire Drive
Hockessin, Delaware



Nursing Homes



**Milton and Hattie
Kutz Home, Inc.**
704 River Road
Wilmington, DE 19809
302-764-7000

**Newark Manor
Nursing Home, Inc.**
254 W. Main Street
Newark, DE 19711
302-731-5576

**Regal Heights Care and
Rehabilitation**
6525 Lancaster Pike
Hockessin, DE 19707
302-998-0181

**St. Francis Care Center
at Brackenville**
100 St. Clair Drive
Hockessin, DE 19707
302-234-5420

**Shipley Manor
Health Center**
2723 Shipley Road
Wilmington, DE 19810
302-479-0111

Stonegates
4031 Kennett Pike
Greenville, DE 19807
302-658-6200

KENT COUNTY

**Capitol Healthcare
Services**
1225 Walker Road
Dover, DE 19904
302-734-1199

Courtland Manor
889 S. Little Creek Road
Dover, DE 19901
302-674-0566

**Delaware Hospital for the
Chronically Ill (DHSS)**
100 Sunnyside Road
Smyrna, DE 19977
302-223-1000

Delaware Veterans Home
100 Delaware
Veterans Blvd.
Milford, DE 19963
302-424-6000

Green Valley Pavillion
3034 South DuPont Blvd.
Smyrna, DE 19977
302-653-5085

Silver Lake Center
1080 Silver Lake Blvd.
Dover, DE 19901
302-734-5990

**Westminster Village
Health Center**
1175 McKee Rd.
Dover, DE 19904
302-744-3600

Nursing Homes



SUSSEX COUNTY

Cadbury at Lewes

17028 Cadbury Circle
Lewes DE 19958
302-645-6430
800-390-8298

Country Rest Home

12046 Sunset Lane
Greenwood, DE 19950
302-349-4114

Delmar Nursing and Rehabilitation Center

101 E. Delaware Ave.
Delmar, DE 19940
302-846-3077

Green Valley Terrace
231 S. Washington St.
P.O. Box 909
Millsboro, DE 19966
302-934-7300

Harbor Healthcare & Rehabilitation Center

301 Ocean View Blvd.
Lewes, DE 19958
302-645-4664

Harrison Senior Living

110 W. North Street
Georgetown, DE 19947
302-856-4574

Once, he ran a
business.

Now, he could use a little company.

You can help as a Friendly Visitor.

Looking for a volunteer opportunity that takes just a little time, but offers a big reward? Friendly Visitors visit Delaware seniors who are living in nursing homes. As a Friendly Visitor, you'll be trained in how to be a voice for those who may not be able to speak up for themselves. Most of all, you'll be a friend who will be appreciated and treasured.

If you can open your heart for just a few hours a week, you can be a VIP to someone who knows that in the business of life, nothing is more valued than people who care.

For information call 302.424.7310
or 800.223.9074



Delaware Health
and Social Services
Division of Services for Aging and
Adults with Physical Disabilities

*Delaware
Cares*

Lifecare at Lofland Park
715 E. King Street
Seaford, DE 19973
302-628-3000

Methodist Manor House
1001 Middleford Road
Seaford, DE 19973
302-629-4593
800-775-4593

Milford Center
Genesis Healthcare
700 Marvel Road
Milford, DE 19963
302-422-3303

Renaissance Health Care
26002 John J. Williams
Highway
Millsboro, DE 19966
302-947-4200

Seaford Center
1100 Norman Eskridge
Highway
Seaford, DE 19973
302-629-3575

Stockley Center
26351 Patriots Way
Georgetown, DE 19947
302-933-3000

Personal Assistance Providers/Respite Care



These agencies provide supportive services at home to allow people to live as independently as possible. Call the Family and Workplace Connection for a list of respite providers at 302-479-1679. (See the Yellow Pages under Home Health Services for additional home health agencies.)

WILMINGTON/NEW CASTLE COUNTY

Christiana Care Visiting Nurse Association
One Reads Way, Suite 100
New Castle Corporate Commons, New Castle, DE 19720
302-327-5212

Easter Seals - Delaware and Maryland's Eastern Shore
61 Corporate Circle, New Castle, DE 19720
302-324-4444

**Personal Assistance
Providers/Respite Care**



Generations Home Care

15 Ashley Place, Wilmington, DE 19804
302-658-6731

Lutheran Community Services Home Repairs

1304 N. Rodney Street, Wilmington, DE 19806
302-654-8886

Homebound Helpers

Paper Mill Road, Newark, DE 19711
302-286-0237

Neuro Care/Total Care

201 Ruthar Drive, Suite 5, Newark, DE 19711
302-738-6400

The Delivery Boys (home-delivered grocery shopping)

26 Lanford Road, New Castle, DE 19720
302-322-7701

Local supermarkets and drug stores may also offer home delivery of groceries and prescriptions. Cost of the delivery will vary.

Do You Need Respite Care?

go to

www.familyandworkplace.org

click on

Respite Online

Administered by: The Family and Workplace Connection

KENT COUNTY

Christiana Care Visiting Nurse Association

2116 S. DuPont Hwy., Suite 2, Camden, DE 19934

302-698-4300, 800-VNA-0001

Generations Home Care

1125 Forrest Avenue, Dover, DE 19904

302-734-7005

SUSSEX COUNTY

Generations Home Care

205 East Market Street, Georgetown, DE 19947

302-856-7774

Recreational/Social



These agencies offer activities for persons with disabilities or arrange accessible vacations for persons with cognitive and/or mobility challenges. Also, call your local community services department, public library and senior centers to see if recreation programs are offered in your area.

Able Arts Theatrical Troupe

26 Fox Hunt Drive, Bear, DE 19701

302-368-7477

www.ablearts.com

Accessible Movie Theaters

For a list of movie theaters that offer captioning for patrons with hearing difficulties or descriptive narration for patrons with visual difficulties, go to www.insightcinema.org.

Recreational/Social



Access-Able Travel Source (travel agency)

P.O. Box 1796, Wheat Ridge, CO 80034

303-232-2979

www.access-able.com

Accessible Journeys (travel agency)

35 W. Sellers Avenue, Ridley Park, PA 19078

800-846-4537

www.disabilitytravel.com

American Amputee Soccer Association/

Delaware Adaptive Sports Association

P.O. Box 6002, Wilmington, DE 19804

302-683-0997

American Dance Wheels

Crystal Dansport

79 Christiana Road, New Castle, DE 19720

215-588-6672, 302-221-0307

Brandywine Social Club

YMCA Resource Center

100 W. 10th Street, Wilmington, DE 19801

302-571-6975

Center for Disability Studies, University of Delaware

461 Wyoming Road, Newark, DE 19716

302-831-6974

Center for Therapeutic and Educational Riding

C-Line Stables, 3491 Harris Road

Townsend, DE 19934

302-376-9594

Challenger Little League/TOPS Soccer

c/o Lisa Johannsen

302-378-2530

Children's Beach House

1800 Bay Ave., Lewes, DE 19958
302-645-9184

DateAble Dating Service (serves Delaware residents)

15520 Bald Eagle School Road
Brandywine, MD 20613
301-657-DATE
www.dateable.org

Delaware Association for the Blind

800 West Street, Wilmington, DE 19801
302-655-2111

Delaware Association for Blind Athletes

302-836-5784, sandyw1994@aol.com

Delaware Special Olympics

619 S. College Avenue, Newark, DE 19716
302-831-4653

Fitness...Fellowship...Fun

Free membership is open to all
Delaware residents age 50 plus!

Stay active and healthy in our year-round
Fitness Award Program or compete in our
Annual Games. Contact us now.



Delaware Senior Olympics

1121 Forrest Avenue

Dover, DE 19904

Phone (302) 736-5698 Fax 736-5977

Toll Free 888-881-6128

E-mail info@delawareseniorolympics.org

Website: www.delawareseniorolympics.org



Recreational/Social



Delaware Theater Company

200 Avenue of the Arts, Wilmington, DE 19801
302-594-1100

Department of Natural Resources and Environmental Control (DNREC)

Division of State Parks and Recreation

89 Kings Highway, Dover, DE 19901

302-739-9220 (call for a list of Delaware state parks)

Fairlee Manor Recreation and Education Center

22242 Bayshore Road, Chestertown, MD 21620
410-778-0566

Farm of Dreams

2325 S. DuPont Highway, Smyrna, DE 19977
302-653-6731

Guided Tour (travel agency)

7900 Old York Road, Suite 111B
Elkins Park, PA 19027
215-782-1370

Mary Campbell Center

(recreation programs and summer day camp)

4641 Weldin Road, Wilmington, DE 19803
302-762-6025

Southern Delaware Therapeutic and Recreational Horseback Riding

P.O. Box 219, Nassau, DE 19969
302-644-1920

United Cerebral Palsy of Delaware (respite and summer day camp)

700A River Road, Wilmington, DE 19809
302-764-2400, 302-335-5626

VSA Arts of Delaware (arts programs)

Delaware State University Arts Center Gallery
1200 N. DuPont Highway, Dover, DE 19901
302-857-6699

Wellspring Farm, Bellevue State Park

800 Carr Road, Wilmington, DE 19809
302-798-2407

Other Travel Resources:

Moss Rehabilitation Hospital Travel Information
800-CALL-MOSS
www.mossresourcenet.org

The Boulevard (internet site of disability resources)
www.blvd.com

For the traveler requiring oxygen:
www.travelo2.com, 800-391-2041
www.oxygen4travel.com

For a list of Delaware retail gas stations that will assist the traveler with disabilities to pump gas, call 302-744-2715 or go to www.deldot.gov/information.community_programs_and_services/.
Read about the Service Station Assistance Program.

Visit us on the web!

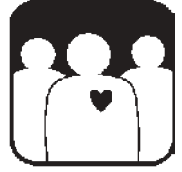
Visit our user-friendly web site for information of interest to older persons, adults with physical disabilities, caregivers, service professionals, and others in Delaware.

www.dhss.delaware.gov/dsaapd



**DELAWARE HEALTH
AND SOCIAL SERVICES**

**DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES**



Support Groups

Support groups provide an environment for caregivers, family members, and loved ones to talk, share experiences, and learn about resources in the community. Call the agencies listed for a schedule of support group meetings that they offer in the community.

AIDS Delaware
302-652-6776

Alliance for the Mentally Ill in Delaware (NAMI Delaware)
302-427-0787, 888-427-2643

Alzheimer's Association of Delaware
302-633-4420 or 800-272-3900

American Cancer Society
302-324-4227 or 800-304-0779

American Diabetes Association
302-656-0030 or 888-DIABETES

American Lung Association
302-655-7258, 866-586-4872

Arthritis Foundation
302-730-9000

Brain Injury Support Groups
302-378-0375, 659-2829, 841-9675, 800-411-0505

Breathe For Your Life
302-328-2011, 302-545-6588

Cancer Care Connection
302-266-8050, 866-266-7008

Caregiver Support Groups (for persons caring for relatives)
Call the Caregiver Resource Centers at:
302-737-2336, 302-651-3401, 302-734-1200,
302-337-8771 or 302-854-9555 for a list of
support groups for caregivers.

Compassionate Friends (when a loved one has died)
302-376-0300, 302-284-3767, 302-739-5348

Delaware Amputee Support Group..... 302-778-2227
amputeesgofde@aol.com

Delaware Association for
Children of Alcoholics877-302-2262

Delaware Hospice 302-478-5707, 800-838-9800

Delaware Stroke Initiative.....302-633-9313

Epilepsy Foundation.... 302-999-9313, 800-422-3653

HIV Support Groups ... 302-654-5471, 800-422-0429
(Call for a copy of the HIV/AIDS Resource Guide)

Joining Generations (for grandparents and relatives
raising others' children).....800-223-9074

Lupus Foundation302-622-8700

Mental Health Association Support Groups
302-654-6833, 800-287-6423

Multiple Sclerosis Society
302-655-5610, 800-FIGHT MS

Support Groups



New Directions (Mental Health) Support Group
302-286-1161

Parkinson's Disease Support Group
856-678-3049, 302-764-6172, 302-368-5446

Pathways Through Grief.....302-368-5738

Spinal Cord Injury Support Group
Christiana Care, Wilmington Hospital ..302-428-6668

Stroke Club 302-324-4444, 800-677-3800

Veteran Services Organizations:

Disabled American Veterans302-633-5324

Paralyzed Veterans of America302-633-5325

Veterans of Foreign Wars302-633-5326

Vietnam Vets.....302-633-5351

VIP's (Visually Impaired Persons) Support Groups
Contact the Division for the Visually Impaired for a list
of support groups at 302-255-9800.

Well Spouse Foundation
800-838-0879, 732-577-8899

Wellness Community

(To help people with cancer and their families fight for
their recovery with free psycho-social support to
complement conventional medical treatment)
302-995-2850, 877-892-9355

You Are Not Alone grief support
302-655-9624

Technology/ Assistive Devices



These agencies provide information about the variety of available assistive technologies and possible funding sources.

Canine Partners for Life (service dogs)

P.O. Box 170, Cochranville, PA 19330
610-869-4902

Delaware Assistive Technology Initiative (DATI)

Call to receive the "AT Messenger" newsletter.

Central Site and New Castle County

Assistive Technology Resource Center

University of Delaware and duPont Hospital for Children

Center for Applied Science and Engineering

1600 Rockland Road, A and R Building, Room 200

P.O. Box 269, Wilmington, DE 19899

Voice: 800-870-DATI (in-state only)

Voice: 302-651-6790

TTY: 302-651-6794

www.dati.org

DATI Kent County Assistive Technology Resource Center

Easter Seals of Delaware and Maryland's Eastern Shore

100 Enterprise Place, Suite 1, Dover, DE 19904-8200

Voice: 302-739-6885

TTY: 302-739-6886

DATI Sussex Assistive Technology Resource Center

University of Delaware

20161 Office Circle, Suite C, Georgetown, DE 19947

Voice: 302-856-7946

TTY: 302-856-6714



Delaware Association For the Blind

800 West Street, Wilmington, DE 19801
302-655-2111

Delaware Division of Libraries

Library for the Blind and Physically Handicapped
(talking books and equipment and NFB Newsline)
43 S. DuPont Highway, Dover, DE 19901
302-739-4748, 800-282-8676

Delaware Health and Social Services

Division for the Visually Impaired

1901 N. DuPont Highway, New Castle, DE 19720
302-255-9854

11-13 S.W. Front Street, Milford, DE 19963
302-424-7240

Delta Society National Service Dog Center

875 124th Avenue NE, Bellevue, WA 98005
425-679-5500

Descriptive Video Service (for videos with verbal description)
617-300-3600

Media Access Group

818-562-3344 www.mopix.org

Dogs for the Deaf (hearing dogs)

10175 Wheeler Road, Central Point, OR 97502
541-826-9220

Possible sources of used/new equipment:

Agencies are listed in the Yellow Pages under Medical Equipment and Supplies and Wheelchair Lifts and Ramps. They may also be listed in the Classified section of your local newspaper. Also, contact local service organizations, such as Lions Clubs, Rotary Clubs, Kiwanis

Clubs, Telephone Pioneers, Elks Clubs and Shriners, as they may maintain a closet of used equipment or help in the purchase of new equipment.

All the major car companies (Ford, GM, Saturn, Volkswagen, etc.) offer rebates to cover up to \$1,000 to add lifts, ramps and hand controls to a new vehicle.



Transportation

These agencies offer accessible transportation for persons with vision and mobility concerns.

DART First State (www.dartfirststate.com)

DART First State is the statewide transit service of the Delaware Transit Corporation (DTC), a subsidiary of the Delaware Department of Transportation, which provides both fixed route and intercounty bus service, as well as a paratransit bus service, throughout the state of Delaware.

FIXED ROUTE SERVICE

DART First State provides fixed route services in both New Castle County and in the greater Dover area. A seasonal fixed route service is provided in the Rehoboth, Lewes and Dewey Beach area. DART First State also provides a free shuttle which loops downtown Wilmington.

INTERCOUNTY BUS SERVICE

DART First State's intercounty bus service provides transportation to, from, and within all 3 counties in Delaware. Its routes operate between Wilmington, Dover, and Rehoboth Beach and Newark, Dover, and Rehoboth Beach with several stops in between.

DART First State offers reduced fares for both fixed route and

Transportation



intercounty service to senior citizens and persons with disabilities. Seniors are required to show a Medicare card when boarding the bus. Persons with disabilities must apply to be certified as being eligible for the reduced fare program. Once certified, a reduced fare identification card will be issued which must be presented when paying a reduced fare. Cash fares are accepted at the time of boarding; however, a discounted reduced fare card may be purchased in advance at any of our DTC sales outlet. Please call the number below for a list of locations.

Statewide Transit Information 800-652-DART

If calling within New Castle County.....302-652-DART

PARATRANSIT SERVICE

DART First State also includes a paratransit service which provides door-to-door transportation for eligible disabled individuals and senior citizens. This service operates statewide Monday through Saturday service. Reservations must be made 24 hours in advance. After 1:00 p.m., reservations for the following day will not be accepted unless the traveler is determined to be eligible under the Americans with Disabilities Act (ADA). ADA-eligible persons may make reservations up to 4:30 p.m. for service the following day.

Paratransit Reservations/Information ...800-553-DART

Customer Service.....800-355-8080

OTHER TRANSPORTATION PROVIDERS

There are several agencies that provide transportation on a fee basis. Contact the Delaware Transit Corporation for a copy of their **Directory of Transportation Services in the State of Delaware** at 800-553-DART or go to www.dartfirststate.com/directory/

Accessible Van Purchase (new and used)

Here is a partial list of companies that sell new and used vans and minivans that are equipped for drivers and passengers with mobility

limitations. Contact the National Mobility Equipment Dealers Association at 800-833-0427 for information about their member agencies. Read the monthly issues of the Disabled Dealer magazine at www.disableddealer.com or call 888-651-0666 for a subscription.

Accessible Vans and Mobility 888-821-4212
www.avmvans.com

M.I.T.S. Corporation..... 800-243-6487
www.mitscorp.com

Accessible Van Rental

To rent a wheelchair accessible vehicle by the week or month, call:

Accessible Vans of America 888-AVA-VANS
www.accessiblevans.com

Wheelchair Getaways 800-642-2042
www.wheelchairgetaways.com

Wheelers..... 800-456-1371



Accessible Vans & MOBILITY

A joint venture of J.Bussani, Inc., Moonrouth Vans, Van Conversions Inc., and Fun Truck'n

- ♦ Large Inventory of New and Pre-Owned Accessible Vehicles
- ♦ Lifts & Ramps
- ♦ Scooters
- ♦ Adaptive Driving Aids
- ♦ Full-Size Vans
- ♦ Financing Available!



888-821-4212

925 South Trooper Road • Norristown, PA 19403
2303 Wallace Blvd. • Cinnaminson, NJ 08077

5 Other Locations in PA, NJ and NY to Serve You!

www.AVMVANS.com

 BRAUNAbility

 BRUNO

 Pride

 SURE-LOK

 TESCOM

 vini

 WATSON

Transportation



SCAT (Senior Citizen Affordable Taxi)

Sponsored by the state of Delaware’s Department of Transportation, SCAT provides half-price taxi service for persons aged 60 and over and qualified disabled persons. The service is offered seven days a week, including holidays.

SCAT ticket books contain \$10.00 worth of tickets and may be purchased for \$5.00 at locations throughout the State. For more information call:

- DART First State 800-652-DART
- New Castle County..... 302-652-DART

SEPTA

SEPTA commuter trains run from Newark (Rte. 896), Churchmans Crossing and Wilmington Station to Delaware County, Pennsylvania, Philadelphia International Airport and Center City with connections to SEPTA trains and transit routes serving the entire Philadelphia metropolitan region. Convenient, economical connections to New York City via New Jersey Transit are also available. Wilmington Station can be reached from New Castle County, Dover, Smyrna, and many other locations by DART First State. For information on SEPTA and Blue Diamond routes and schedules call:

- SEPTA215-580-7800
- DART First State 800-652-DART

UNI-CITY — Newark Area

Uni-City is a transportation service that operates in the University of Delaware/Newark area. Buses operate along 3 loops. Call ahead to schedule a pick-up on an accessible bus. There is no charge for the service. For more information call:

- UNI-CITY302-831-1187

Volunteering



This agency offers volunteer opportunities in a variety of settings throughout the state.

VOLUNTEER Resource Center

The Volunteer Center matches adults of all ages with community agencies in need of volunteers. Volunteers with almost every type of interest and skill can be “linked” with agencies that can put them to work. For more information about Volunteer Research Center call:

Delaware Health and Social Services

Division of State Service Centers

1901 N. DuPont Highway, New Castle, DE 19720

302-255-9748, 302-857-5017, 800-815-5465

FOSTER GRANDPARENT PROGRAM

Senior citizens needed to strengthen our communities.

By assisting children in various programs, you can help create strong relationships between the generations.

Age and income eligibility required. Qualified volunteers will earn a semi-monthly, tax-free stipend, transportation reimbursement, daily meal, on-going support and training, and leave time.

New Castle County

**255-9688 or
378-5770 (x206)**

**Kent County
857-5050**

**Sussex County
856-5262**



DELAWARE HEALTH & SOCIAL SERVICES
DIVISION OF STATE SERVICE CENTERS
State Office of Volunteering

The Corporation for National and Community Service





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GLOSSARY OF DISABILITY ACRONYMS AND TERMS

| | |
|--------|---|
| ADA | Americans with Disabilities Act |
| ADD | Attention Deficit Disorder |
| ADHD | Attention Deficit Hyperactivity Disorder |
| APS | Adult Protective Services |
| ARC/DE | Association for the Rights of Citizens with Mental Retardation/Delaware |
| BIE | Business Industry Education Alliance |
| CEC | Council for Exceptional Children |
| CFR | Code of Federal Regulations |
| CIL | Center for Independent Living |
| CODE | Council for Deaf Equality |

| | |
|--------|--|
| CP | Cerebral Palsy |
| CST | Child Study Team |
| DATI | Delaware Assistive Technology Initiative |
| DELARF | Delaware Association of Rehabilitation Facilities |
| DDC | Developmental Disabilities Council |
| DDDS | Division of Developmental Disabilities Services |
| DHHS | Department of Health and Human Services (U.S.) |
| DHSS | Delaware Health and Social Services |
| DOE | Department of Education |
| DOL | Department of Labor |
| DPH | Division of Public Health |
| DSAAPD | Division of Services for Aging and Adults with Physical Disabilities |
| DSAMH | Division of Substance Abuse and Mental Health |
| DSCYF | Department of Services for Children, Youth and their Families |
| DVI | Division for the Visually Impaired |
| DVR | Division of Vocational Rehabilitation |
| EPSDT | Early Periodic Screening, Diagnosis and Training |
| GACEC | Governor's Advisory Council for Exceptional Citizens |
| IDEA | Individuals with Disabilities Education Act (federal) |
| IEP | Individualized Education Plan |
| JFC | Joint Finance Committee |
| LRE | Least Restrictive Environment |
| OSEP | Office of Special Education Programs, U.S. Department of Education |
| OT | Occupational Therapist |
| PIC | Parent Information Center of Delaware |
| PT | Physical Therapist |

Resources



| | |
|---------|---|
| SCPD | State Council for Persons with Disabilities |
| SSI | Supplemental Security Income |
| SSDI | Social Security Disability Income |
| TTY/TDD | Telecommunication Device for the Deaf |

DISABILITY AND CONSUMER BOARDS, COUNCILS AND COMMISSIONS

State advisory councils seek consumer representation and welcome your participation. Call the groups below for additional information or call the Governor's Office, Boards and Commissions at 302-744-4101 to apply for membership in any of the many groups seeking consumer members.

| | |
|--|--------------|
| Architectural Accessibility Board..... | 302-739-5644 |
| Council on the Blind | 302-255-9800 |
| Council on Deaf Equality | 302-739-3621 |
| Developmental Disabilities Council..... | 302-739-2232 |
| Developmental Disabilities Services..... | 302-744-9630 |
| Elderly and Disabled Transportation Committee (EDTAC)..... | 302-577-3278 |
| Governor's Committee on Employment of Persons with Disabilities | 302-761-8275 |
| Health Care Commission | 302-739-6906 |
| Hispanic Affairs | 302-255-9743 |
| (State) Independent Living Council | 302-761-8275 |
| Interagency Coordinating Council | 302-255-9135 |
| Nursing Home Resident Quality Assurance Commission | 302-255-1780 |
| Public Health..... | 302-739-4701 |
| Services for Aging and Adults with Physical Disabilities..... | 800-223-9074 |

State Council for Persons with Disabilities... 302-739-3621
Substance Abuse and Mental Health..... 302-255-9399
Vocational Rehabilitation 302-761-8275

RESOURCE GUIDES

Call the agencies below for a copy of these resource guides.

Coma Guide for Caregivers 800-223-9074
or access the guide at www.dhss.delaware.gov/dsaapd

Delaware Assistive Technology
Resource Guide 302-651-6790 or 800-870-DATI
or access the guide at www.dati.org

Delaware Central Directory for Services for Young Children
with Special Needs 302-255-9134
or access the guide at www.dhss.delaware.gov/dms/

Delaware Division for the Visually Impaired Consumer
Resource Manual 302-255-9800
or access the guide at www.dhss.delaware.gov/dvi

Delaware HIV/AIDS Resource Guide 302-654-5471

Delaware Schools Directory 302-739-4601
or access the guide at www.doe.k12.de.us/EduDirEduDirStart.asp

Directory of Human Services
for Delaware 302-255-9675

Directory of Transportation Services
in Delaware 800-553-DART
or access the guide at www.dartfirststate.com/directory/

Guide to Health Insurance for
Delaware Citizens..... 800-336-9500
or access the guide at www.delawareinsurance.gov

Guide to Services for Older Delawareans... 800-223-9074
or access the guide at www.dhss.delaware.gov/dhss/dsaapd/files/aging_guide.pdf

Resources



- Quick Reference Directory
(of Human Services) 800-464-4357
- Statewide Housing
Services Directory 302-739-4263
or access the guide at [www.destatehousing.com/
information/pubs.shtml](http://www.destatehousing.com/information/pubs.shtml)

ADA (Americans with Disabilities Act) RESOURCES

ADA Information Center for the Mid-Atlantic Region
TransCen Inc. Disability and Business Technical
Assistance Centers (DBACs)
451 Hungerford Drive, Suite 700, Rockville, MD 20850
800-949-4232
www.adainfo.org
Call to receive "ADA in Focus" quarterly newsletter

ADA Information Line
U.S. Department of Justice
800-514-0301 V
800-514-0383 TTY
www.ada.gov

Delaware State Coalition on the ADA (SCADA)
800-949-4232

Employment (Title 1)
Equal Employment Opportunity Commission (EEOC)
800-669-4000 V
www.eeoc.gov

Job Accommodation Network (JAN) (with questions about
accommodations on the job)
800-526-7234
www.jan.wvu.edu

Access Board (accessibility guidelines)
800-872-2253 V
800-993-2822 TTY
www.access-board.gov

Transportation
ADA Questions888-446-4511 (V/TTY)

Aviation Consumer Protection Hotline . 800-778-4838

Project ACTION
National Accessible Transportation Project
800-659-6428
www.projectaction.easterseals.com

DISABILITY RELATED PUBLICATIONS ON THE NET:

www.360usainc.com
www.newmobility.com
www.blvd.com
www.disableddealer.com
www.specialliving.com
www.sportsnspokes.com
www.pvamagazines.com
www.questmag.org

For information on federal government agencies, go to
www.FirstUSA.gov, the U.S. government official web
portal or www.disabilityinfo.gov.

NATIONAL ORGANIZATIONS

This is a list of some of the national organizations related to
disability issues and advocacy.

ABLEDATA (database of assistive devices)
8630 Fenton Street, Silver Springs, MD 20910
800-227-0216 V
301-608-8912 TTY
www.abledata.com

Resources



Adaptive Environments

180-200 Portland Street, Boston, MA 02114

617-695-1225

www.adaptenv.org

American Association of People with Disabilities

1629 K Street, Washington, D.C. 20006

800-840-8844

www.aapd-dc.org

Amputee Coalition of America

900 E. Hill Avenue, Suite 205, Knoxville, TN 37915

888-AMP-KNOW

www.amputee-coalition.org

ARC (Association for the Rights of Citizens with Mental Retardation) of the U.S.

1010 Wayne Avenue, Suite 650

Silver Spring, MD 20910

301-565-3842, 800-433-5255

www.thearc.org

Autism Society of America

7910 Woodmont Avenue, Bethesda, MD 20814

800-3AUTISM

www.autism-society.org

Beach Center on Families and Disability

Bureau of Child Research, University of Kansas

1200 Sunnyside Avenue, Lawrence, KS 66045

785-864-7600

www.beachcenter.org

Brain Injury Association

1608 Spring Hill Road, Vienna, VA 22182

800-444-6443

www.biausa.org

Center for Universal Design, College of Design
North Carolina State University
P.O. Box 8613, Raleigh, NC 27695
800-647-6777
www.design.ncsu.edu/cud

Council for Exceptional Children
1110 N. Glebe Road, Arlington, VA 22201
888-232-7733
www.cec.sped.org

Closing the Gap (assistive technology)
P.O. Box 68, 526 Main Street, Henderson, MN 56044
507-248-3294
www.closingthegap.com

Disability Rights Education and Defense Fund (DREDF)
2212 6th Street, Berkeley, CA 94710
800-348-4232
www.dredf.org

Disability Statistics Center (UCSF)
Institute for Health and Aging
3333 California Street, Suite 340
San Francisco, CA 94118
415-502-5210
www.dsc.ucsf.edu

HEATH Resource Center (Post secondary education for persons with disabilities)
2134 G Street NW, Washington, D.C. 20052
202-973-0904
www.heath.gwu.edu

Resources



Independent Living Research Utilization Project (ILRU)
Institute for Rehabilitation and Research
2323 S. Sheppard, Suite 1000, Houston, TX 77019
713-520-0232
www.ilru.org

Learning Disabilities Association of America
4156 Library Road, Pittsburgh, PA 15234
412-341-1515
www.ldanatl.org

Mobility International USA (MIUSA)
(international student exchange)
132 E. Broadway, Eugene, OR 97401
541-343-1284
www.miusa.org

Moss Rehabilitation Center
Accessible Travel Resource Center
1200 W. Tabor Road, Philadelphia, PA 19141
800-CALL-MOSS
www.mossresourcenet.org

National Alliance for the Mentally Ill
2107 Wilson Blvd., Suite 300, Arlington, VA 22201
800-950-6264
www.nami.org

National Association of the Deaf
8630 Fenton Street, Silver Spring, MD 20910
301-587-1788 V
301-587-1789 TTY
www.nad.org

**National Center on Secondary Education and Transition
Institute on Community Integration**

University of Minnesota, 6 Pattee Hall
150 Pillsbury Drive SE, Minneapolis, MN 55455
612-624-2097
www.ncset.org

**National Clearinghouse of Rehabilitation
Training Materials**

Oklahoma State University
206 W. Sixth Street, Stillwater, OK 74078
800-223-5219
www.nchrtm.okstate.edu

National Council on Disability

1331 F Street NW, Suite 1050, Washington D.C. 20004
202-272-2004
www.ncd.gov

**National Dissemination Center for Children and
Youth with Disabilities (NICHCY)**

P.O. Box 1492, Washington, D.C. 20013
800-695-0285
www.nichcy.org

National Easter Seals Society

230 W. Monroe Street #1800, Chicago, IL 60606
800-221-6827
www.easter-seals.com

National Empowerment Center

599 Canal Street, Lawrence, MA 01840
800-769-3728
www.power2u.org

National Family Caregivers Association

10400 Connecticut Avenue, Suite 500
Kensington, MD 20895
800-896-3650
www.nfcacares.org

Resources



National Institute on Disability and Rehabilitation Research (NIDRR)

Department of Education

400 Maryland Ave. SW, Washington, D.C. 20202

202-245-7640

www.ed.gov/offices/OSERS/NIDRR

National Mental Health Association

2001 N. Beauregard Street, Alexandria, VA 22311

800-969-6642

www.nmha.org

National Mental Health Consumer Self-Help Clearinghouse

1211 Chestnut Street, Ste. 1207

Philadelphia, PA 19107

800-553-4KEY

www.mhselfhelp.org

National MS Society

733 3rd Avenue, New York, NY 10017

800-344-4867

www.nmss.org

National Organization for Rare Disorders (NORD)

55 Kenosia Avenue, P.O. Box 1968

Danbury, CT 06813

203-744-0100

www.rarediseases.org

National Organization on Disability

910 16th Street NW, Suite 600, Washington, D.C. 20006

202-293-5960

www.nod.org

National Rehabilitation Information Center (NARIC)
4200 Forbes Blvd., Suite 202, Lanham, MD 20706
800-346-2742
www.naric.com

National Spinal Cord Injury Association
1 Church Street, Rockville, MD 20850
800-962-9629
www.spinalcord.org

PACER Center (Parent Advisory Coalition for Educational Rights)
8161 Normandale Blvd., Minneapolis, MN 55437
952-838-9000
www.pacer.org

President's Committee on Employment of Persons with Disabilities
1331 F Street N.W., Washington, D.C. 20004
202-376-6200
www.pcepd.gov

Rehabilitation Society of North America (RESNA)
1700 N. Moore Street, Suite 1540, Arlington, VA 22209
703-524-6686 V
703-524-6639 TTY
www.resna.org

Self Help for Hard of Hearing People
7910 Woodmont Avenue, Bethesda, MD 20814
301-657-2248
www.hearingloss.org

Resources



Through the Looking Glass

National Resource Center for Parents with Disabilities

2198 6th Street, #100, Berkeley, CA 94710

800-644-2666

www.lookingglass.org

Trace Research and Development Center

2107 Engineering Centers Building, 1550 Engineering Drive

University of Wisconsin-Madison, Madison, WI 53706

608-262-6966

www.trace.wisc.edu

Traumatic Brain Injury - National Resource Center

Virginia Commonwealth University

P.O. Box 980542, Richmond, VA 23298

804-828-9055

www.neuro.pmr.vcu.edu

United Cerebral Palsy Association

1660 L Street NW, Suite 700, Washington, D.C. 20036

800-872-5827 V, 202-973-7197 TTY

www.ucpa.org

United Spinal Association

75-20 Astoria Blvd., Jackson Heights, NY 11370

718-803-3782

800-807-0190 (Philadelphia office)

www.unitedspinal.org

World Institute on Disability

510 16th Street, Suite 100, Oakland, CA 94612

510-763-4100 V, 510-208-9496 TTY

www.wid.org

U.S. Department of Justice
Civil Rights Division
Disability Rights Section

A GUIDE TO DISABILITY RIGHTS LAWS

May 2005

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This guide provides an overview of Federal civil rights laws that ensure equal opportunity for people with disabilities. To find out more about how these laws may apply to you, contact the agencies and organizations listed below.

AMERICANS WITH DISABILITIES ACT (ADA)

The ADA prohibits discrimination on the basis of disability in employment, State and local government, public accommodations, commercial facilities, transportation, and telecommunications. It also applies to the United States Congress.

To be protected by the ADA, one must have a disability or have a relationship or association with an individual with a disability. An individual with a disability is defined by the ADA as a person who has a physical or mental impairment that substantially limits one

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or more major life activities, a person who has a history or record of such an impairment, or a person who is perceived by others as having such an impairment. The ADA does not specifically name all of the impairments that are covered.

ADA TITLE I: EMPLOYMENT

Title I requires employers with 15 or more employees to provide qualified individuals with disabilities an equal opportunity to benefit from the full range of employment-related opportunities available to others. For example, it prohibits discrimination in recruitment, hiring, promotions, training, pay, social activities, and other privileges of employment. It restricts questions that can be asked about an applicant's disability before a job offer is made, and it requires that employers make reasonable accommodation to the known physical or mental limitations of otherwise qualified individuals with disabilities, unless it results in undue hardship. Religious entities with 15 or more employees are covered under title I.

Title I complaints must be filed with the U. S. Equal Employment Opportunity Commission (EEOC) within 180 days of the date of discrimination, or 300 days if the charge is filed with a designated State or local fair employment practice agency. Individuals may file a lawsuit in Federal court only after they receive a "right-to-sue" letter from the EEOC.

Charges of employment discrimination on the basis of disability may be filed at any U.S. Equal Employment Opportunity Commission field office. Field offices are located in 50 cities throughout the U.S. and are listed in most telephone directories under "U.S. Government." For the appropriate EEOC field office in your geographic area, contact:

(800) 669-4000 (voice), (800) 669-6820 (TTY)

www.eeoc.gov

Publications and information on EEOC-enforced laws may be obtained by calling:

(800) 669-3362 (voice), (800) 800-3302 (TTY)

For information on how to accommodate a specific individual with a disability, contact the Job Accommodation Network at:

(800) 526-7234 (voice/TTY)

www.jan.wvu.edu

ADA TITLE II: STATE AND LOCAL GOVERNMENT ACTIVITIES

Title II covers all activities of State and local governments regardless of the government entity's size or receipt of Federal funding. Title II requires that State and local governments give people with disabilities an equal opportunity to benefit from all of their programs, services, and activities (e.g. public education, employment, transportation, recreation, health care, social services, courts, voting, and town meetings).

State and local governments are required to follow specific architectural standards in the new construction and alteration of their buildings. They also must relocate programs or otherwise provide access in inaccessible older buildings, and communicate effectively with people who have hearing, vision, or speech disabilities. Public entities are not required to take actions that would result in undue financial and administrative burdens. They are required to make reasonable modifications to policies, practices, and procedures where necessary to avoid discrimination, unless they can demonstrate that doing so would fundamentally alter the nature of the service, program, or activity being provided.

Complaints of title II violations may be filed with the Department of Justice within 180 days of the date of discrimination.

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In certain situations, cases may be referred to a mediation program sponsored by the Department. The Department may bring a lawsuit where it has investigated a matter and has been unable to resolve violations. For more information, contact:

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
Disability Rights Section - NYAV
Washington, D.C. 20530
www.usdoj.gov/crt/ada/adahom1.htm or ada.gov
(800) 514-0301 (voice)
(800) 514-0383 (TTY)

Title II may also be enforced through private lawsuits in Federal court. It is not necessary to file a complaint with the Department of Justice (DOJ) or any other Federal agency, or to receive a “right-to-sue” letter, before going to court.

ADA TITLE II: PUBLIC TRANSPORTATION

The transportation provisions of title II cover public transportation services, such as city buses and public rail transit (e.g. subways, commuter rails, Amtrak). Public transportation authorities may not discriminate against people with disabilities in the provision of their services. They must comply with requirements for accessibility in newly purchased vehicles, make good faith efforts to purchase or lease accessible used buses, remanufacture buses in an accessible manner, and, unless it would result in an undue burden, provide paratransit where they operate fixed-route bus or rail systems. Paratransit is a service where individuals who are unable to use the regular transit system independently (because of a physical or mental impairment) are picked up and dropped off at their destinations.

Questions and complaints about public transportation should be directed to:

Office of Civil Rights
Federal Transit Administration
U.S. Department of Transportation
400 Seventh Street, S.W., Room 9102
Washington, D.C. 20590
www.fta.dot.gov/office/civ.htm
(888) 446-4511 (voice/relay)

ADA TITLE III: PUBLIC ACCOMMODATIONS

Title III covers businesses and nonprofit service providers that are public accommodations, privately operated entities offering certain types of courses and examinations, privately operated transportation, and commercial facilities. Public accommodations are private entities who own, lease, lease to, or operate facilities such as restaurants, retail stores, hotels, movie theaters, private schools, convention centers, doctors' offices, homeless shelters, transportation depots, zoos, funeral homes, day care centers, and recreation facilities including sports stadiums and fitness clubs.

Transportation services provided by private entities are also covered by title III. Public accommodations must comply with basic nondiscrimination requirements that prohibit exclusion, segregation, and unequal treatment. They also must comply with specific requirements related to architectural standards for new and altered buildings; reasonable modifications to policies, practices, and procedures; effective communication with people with hearing, vision, or speech disabilities; and other access requirements.

Additionally, public accommodations must remove barriers in existing buildings where it is easy to do so without much difficulty or expense, given the public accommodation's resources.

Courses and examinations related to professional, educational,

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or trade-related applications, licensing, certifications, or credentialing must be provided in a place and manner accessible to people with disabilities, or alternative accessible arrangements must be offered.

Commercial facilities, such as factories and warehouses, must comply with the ADA's architectural standards for new construction and alterations.

Complaints of title III violations may be filed with the Department of Justice. In certain situations, cases may be referred to a mediation program sponsored by the Department. The Department is authorized to bring a lawsuit where there is a pattern or practice of discrimination in violation of title III, or where an act of discrimination raises an issue of general public importance. Title III may also be enforced through private lawsuits. It is not necessary to file a complaint with the Department of Justice (or any Federal agency), or to receive a "right-to-sue" letter, before going to court. For more information, contact:

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
Disability Rights Section - NYAV
Washington, D.C. 20530
www.usdoj.gov/crt/ada/adahom1.htm or ada.gov
(800) 514-0301 (voice)
(800) 514-0383 (TTY)

ADA TITLE IV: TELECOMMUNICATIONS RELAY SERVICES

Title IV addresses telephone and television access for people with hearing and speech disabilities. It requires common carriers (telephone companies) to establish interstate and intrastate telecommunications relay services (TRS) 24 hours a day, 7 days a week. TRS enables callers with hearing and speech disabilities who

use telecommunications devices for the deaf (TDDs), which are also known as teletypewriters (TTYs), and callers who use voice telephones to communicate with each other through a third party communications assistant. The Federal Communications Commission (FCC) has set minimum standards for TRS services. Title IV also requires closed captioning of Federally funded public service announcements. For more information about TRS, contact the FCC at:

Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554
www.fcc.gov/cgb/dro
(888) 225-5322 (Voice)
(888) 835-5322 (TTY)

TELECOMMUNICATIONS ACT

Section 255 and Section 251(a)(2) of the Communications Act of 1934, as amended by the Telecommunications Act of 1996, require manufacturers of telecommunications equipment and providers of telecommunications services to ensure that such equipment and services are accessible to and usable by persons with disabilities, if readily achievable. These amendments ensure that people with disabilities will have access to a broad range of products and services such as telephones, cell phones, pagers, call-waiting, and operator services, that were often inaccessible to many users with disabilities. For more information, contact:

Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554
www.fcc.gov/cgb/dro
(888) 225-5322 (Voice)
(888) 835-5322 (TTY)

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FAIR HOUSING ACT

The Fair Housing Act, as amended in 1988, prohibits housing discrimination on the basis of race, color, religion, sex, disability, familial status, and national origin. Its coverage includes private housing, housing that receives Federal financial assistance, and State and local government housing. It is unlawful to discriminate in any aspect of selling or renting housing or to deny a dwelling to a buyer or renter because of the disability of that individual, an individual associated with the buyer or renter, or an individual who intends to live in the residence. Other covered activities include, for example, financing, zoning practices, new construction design, and advertising.

The Fair Housing Act requires owners of housing facilities to make reasonable exceptions in their policies and operations to afford people with disabilities equal housing opportunities. For example, a landlord with a “no pets” policy may be required to grant an exception to this rule and allow an individual who is blind to keep a guide dog in the residence. The Fair Housing Act also requires landlords to allow tenants with disabilities to make reasonable access-related modifications to their private living space, as well as to common use spaces. (The landlord is not required to pay for the changes.) The Act further requires that new multifamily housing with four or more units be designed and built to allow access for persons with disabilities. This includes accessible common use areas, doors that are wide enough for wheelchairs, kitchens and bathrooms that allow a person using a wheelchair to maneuver, and other adaptable features within the units.

Complaints of Fair Housing Act violations may be filed with the U.S. Department of Housing and Urban Development. For more information or to file a complaint, contact:

Office of Program Compliance and Disability Rights
Office of Fair Housing and Equal Opportunity
U.S. Department of Housing and Urban Development
451 7th Street, S.W., Room 5242
Washington, D.C. 20410
www.hud.gov/offices/fheo/index.cfm
(800) 669-9777 (voice)
(800) 927-9275 (TTY)

For questions about the Fair Housing Act, you may call Fair Housing First at:
(888) 341-7781
www.fairhousingfirst.org

For publications, you may call the Housing and Urban Development Customer Service Center at:
(800) 767-7468

Additionally, the Department of Justice can file cases involving a pattern or practice of discrimination. The Fair Housing Act may also be enforced through private lawsuits.

AIR CARRIER ACCESS ACT

The Air Carrier Access Act prohibits discrimination in air transportation by domestic and foreign air carriers against qualified individuals with physical or mental impairments. It applies only to air carriers that provide regularly scheduled services for hire to the public. Requirements address a wide range of issues including boarding assistance and certain accessibility features in newly built aircraft and new or altered airport facilities. People may enforce rights under the Air Carrier Access Act by filing a complaint with the U.S. Department of Transportation, or by bringing a lawsuit in Federal court. For more information or to file a complaint, contact:

Aviation Consumer Protection Division
U.S. Department of Transportation
400 Seventh Street, S.W.

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Room 4107, C-75
Washington, D.C. 20590
www.airconsumer.ost.dot.gov
(800) 778-4838 (V)
(800) 455-9880 (TTY)

VOTING ACCESSIBILITY FOR THE ELDERLY AND HANDICAPPED ACT

The Voting Accessibility for the Elderly and Handicapped Act of 1984 generally requires polling places across the United States to be physically accessible to people with disabilities for federal elections. Where no accessible location is available to serve as a polling place, a political subdivision must provide an alternate means of casting a ballot on the day of the election. This law also requires states to make available registration and voting aids for disabled and elderly voters, including information by telecommunications devices for the deaf (TDDs) which are also known as teletypewriters (TTYs). For more information, contact:

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
Voting Section - 1800G
Washington, D.C. 20530
(800) 253-3931 (voice/TTY)

NATIONAL VOTER REGISTRATION ACT

The National Voter Registration Act of 1993, also known as the “Motor Voter Act,” makes it easier for all Americans to exercise their fundamental right to vote. One of the basic purposes of the Act is to increase the historically low registration rates of minorities and persons with disabilities that have resulted from discrimination.

The Motor Voter Act requires all offices of State-funded programs that are primarily engaged in providing services to persons with disabilities to provide all program applicants with voter registration forms, to assist them in completing the forms, and to transmit completed forms to the appropriate State official. For more information, contact:

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
Voting Section - 1800G
Washington, D.C. 20530
www.usdoj.gov/crt/voting
(800) 253-3931 (voice/TTY)

CIVIL RIGHTS OF INSTITUTIONALIZED PERSONS ACT

The Civil Rights of Institutionalized Persons Act (CRIPA) authorizes the U.S. Attorney General to investigate conditions of confinement at State and local government institutions such as prisons, jails, pretrial detention centers, juvenile correctional facilities, publicly operated nursing homes, and institutions for people with psychiatric or developmental disabilities. Its purpose is to allow the Attorney General to uncover and correct widespread deficiencies that seriously jeopardize the health and safety of residents of institutions. The Attorney General does not have authority under CRIPA to investigate isolated incidents or to represent individual institutionalized persons.

The Attorney General may initiate civil law suits where there is reasonable cause to believe that conditions are “egregious or flagrant,” that they are subjecting residents to “grievous harm,” and that they are part of a “pattern or practice” of resistance to residents’ full enjoyment of constitutional or Federal rights, including title II of the ADA and section 504 of the Rehabilitation Act. For more information or to bring a matter to the Department of Justice’s attention, contact:

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U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
Special Litigation Section - PHB
Washington, D.C. 20530
www.usdoj.gov/crt/split
(877) 218-5228 (V, TTY)

INDIVIDUALS WITH DISABILITIES EDUCATION ACT

The Individuals with Disabilities Education Act (IDEA) (formerly called P.L. 94-142 or the Education for all Handicapped Children Act of 1975) requires public schools to make available to all eligible children with disabilities a free appropriate public education in the least restrictive environment appropriate to their individual needs. IDEA requires public school systems to develop appropriate Individualized Education Programs (IEP's) for each child. The specific special education and related services outlined in each IEP reflect the individualized needs of each student.

IDEA also mandates that particular procedures be followed in the development of the IEP. Each student's IEP must be developed by a team of knowledgeable persons and must be at least reviewed annually. The team includes the child's teacher; the parents, subject to certain limited exceptions; the child, if determined appropriate; an agency representative who is qualified to provide or supervise the provision of special education; and other individuals at the parents' or agency's discretion.

If parents disagree with the proposed IEP, they can request a due process hearing and a review from the State educational agency if applicable in that state. They also can appeal the State agency's decision to State or Federal court. For more information, contact: Office of Special Education Programs

Office of Special Education & Rehabilitative Services
U.S. Department of Education
400 Maryland Avenue SW
Washington, D.C. 20202
www.ed.gov/about/offices/list/osep
(202) 245-7468 (voice/TTY)

REHABILITATION ACT

The Rehabilitation Act prohibits discrimination on the basis of disability in programs conducted by Federal agencies, in programs receiving Federal financial assistance, in Federal employment, and in the employment practices of Federal contractors. The standards for determining employment discrimination under the Rehabilitation Act are the same as those used in title I of the Americans with Disabilities Act.

Section 501

Section 501 requires affirmative action and nondiscrimination in employment by Federal agencies of the executive branch. To obtain more information or to file a complaint, employees should contact their agency's Equal Employment Opportunity Office.

Section 503

Section 503 requires affirmative action and prohibits employment discrimination by Federal government contractors and subcontractors with contracts of more than \$10,000. For more information on section 503, contact:

Office of Federal Contract Compliance Programs
U.S. Department of Labor
200 Constitution Avenue, N.W., Room C-3325
Washington, D.C. 20210
www.dol.gov/dol/esa/ofccp
(202) 693-0106 (voice/relay)

Section 504

Section 504 states that “no qualified individual with a disability in

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the United States shall be excluded from, denied the benefits of, or be subjected to discrimination under” any program or activity that either receives Federal financial assistance or is conducted by any Executive agency or the United States Postal Service.

Each Federal agency has its own set of section 504 regulations that apply to its own programs. Agencies that provide Federal financial assistance also have section 504 regulations covering entities that receive Federal aid. Requirements common to these regulations include reasonable accommodation for employees with disabilities; program accessibility; effective communication with people who have hearing or vision disabilities; and accessible new construction and alterations. Each agency is responsible for enforcing its own regulations. Section 504 may also be enforced through private lawsuits. It is not necessary to file a complaint with a Federal agency or to receive a “right-to-sue” letter before going to court.

For information on how to file 504 complaints with the appropriate agency, contact:

U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW
Disability Rights Section - NYAV
Washington, D.C. 20530
www.usdoj.gov/crt/ada/adahom1.htm or ada.gov
(800) 514-0301 (voice)
(800) 514-0383 (TTY)

Section 508

Section 508 establishes requirements for electronic and information technology developed, maintained, procured, or used by the Federal government. Section 508 requires Federal electronic and information technology to be accessible to people with disabilities, including employees and members of the public.

An accessible information technology system is one that can be operated in a variety of ways and does not rely on a single sense or ability of the user. For example, a system that provides output only in visual format may not be accessible to people with visual impairments and a system that provides output only in audio format may not be accessible to people who are deaf or hard of hearing.

Some individuals with disabilities may need accessibility-related software or peripheral devices in order to use systems that comply with Section 508. For more information on section 508, contact:

U.S. General Services Administration
Center for IT Accommodation (CITA)
1800 F Street, N.W.
Room 1234, MC:MKC
Washington, DC 20405-0001
www.gsa.gov/section508
(202) 501-4906 (voice)
(202) 501-2010 (TTY)

U.S. Architectural and Transportation
Barriers Compliance Board
1331 F Street, N.W. Suite 1000
Washington, DC 20004-1111
www.access-board.gov
800-872-2253 (voice)
800-993-2822 (TTY)

ARCHITECTURAL BARRIERS ACT

The Architectural Barriers Act (ABA) requires that buildings and facilities that are designed, constructed, or altered with Federal funds, or leased by a Federal agency, comply with Federal standards for physical accessibility. ABA requirements are limited to architectural standards in new and altered buildings and in newly leased facilities. They do not address the activities conducted in those buildings and facilities. Facilities of the U.S. Postal Service

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are covered by the ABA. For more information or to file a complaint, contact:

U.S. Architectural and Transportation
Barriers Compliance Board
1331 F Street, N.W., Suite 1000
Washington, D.C. 20004-1111
www.access-board.gov
(800) 872-2253 (voice)
(800) 993-2822 (TTY)

GENERAL SOURCES OF DISABILITY RIGHTS INFORMATION

ADA Information Line
(800) 514-0301 (voice)
(800) 514-0383 (TTY)
www.ada.gov

Regional ADA and IT
Technical Assistance Centers
(800) 949-4232 (voice/TTY)
www.adata.org

STATUTE CITATIONS

Air Carrier Access Act of 1986

49 U.S.C. § 41705

Implementing Regulation:
14 CFR Part 382

Americans with Disabilities Act of 1990

42 U.S.C. §§ 12101 et seq.

Implementing Regulations:
29 CFR Parts 1630, 1602 (Title I, EEOC)

28 CFR Part 35 (Title II, Department of Justice)
49 CFR Parts 27, 37, 38 (Title II, III, Department of Transportation)
28 CFR Part 36 (Title III, Department of Justice)
47 CFR §§ 64.601 et seq. (Title IV, FCC)

Architectural Barriers Act of 1968

42 U.S.C. §§ 4151 et seq.
Implementing Regulations:
41 CFR Subpart 101-19.6

Civil Rights of Institutionalized Persons Act

42 U.S.C. §§ 1997 et seq.

Fair Housing Amendments Act of 1988

42 U.S.C. §§ 3601 et seq.
Implementing Regulation:
24 CFR Parts 100 et seq.

Individuals with Disabilities Education Act

20 U.S.C. §§ 1400 et seq.
Implementing Regulation:
34 CFR Part 300

National Voter Registration Act of 1993

42 U.S.C. §§ 1973gg et seq.

Section 501 of the Rehabilitation Act of 1973, as amended

29 U.S.C. § 791
Implementing Regulation:
29 CFR § 1614.203

Section 503 of the Rehabilitation Act of 1973, as amended

29 U.S.C. § 793
Implementing Regulation:
41 CFR Part 60-741

Section 504 of the Rehabilitation Act of 1973, as amended

29 U.S.C. § 794
Over 20 Implementing Regulations for federally assisted

programs, including:

34 CFR Part 104 (Department of Education)

45 CFR Part 84 (Department of Health and Human Services)

28 CFR §§ 42.501 et seq.

Over 95 Implementing Regulations for federally conducted programs, including:

28 CFR Part 39 (Department of Justice)

Section 508 of the Rehabilitation Act of 1973, as amended
29 U.S.C. § 794d

Telecommunications Act of 1996

47 U.S.C. §§ 255, 251(a)(2)

Voting Accessibility for the Elderly and Handicapped Act of 1984, 42 U.S.C. §§ 1973ee et seq.

*U.S. Government Printing Office: 1998 — 417-737/74258

Questions About Advance Directives? *We've got Answers.*

Many people have questions about Advance Directives (also known as Living Wills). Visit our web site for information about advance directives and how they work. While you're there, you can also download a copy of Delaware's Advance Directive Form.

www.dhss.delaware.gov/dsaapd



**DELAWARE HEALTH
AND SOCIAL SERVICES**

DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES

A Guide To Insurance And Health Care Programs For People With Disabilities



Info and tips for
people with
disabilities
covered by private
or public health
care in Delaware

From
Matthew Denn
Delaware's Insurance Commissioner
1-800-282-8611
www.state.de.us/inscom

A Message From Delaware's Insurance Commissioner Matthew Denn

This guide is intended to answer many of the questions faced by people with disabilities regarding their insurance or health plan coverage – from what you can expect when it comes to purchasing different types of insurance to situations you may face when seeking coverage for treatment to how to insure your medical equipment.

We could not have produced this guide without the help of a number of devoted Delawareans: Brian Hartman of the Community Legal Aid Society; Kyle Hodges of the State Council for Persons with Disabilities; Christine Long of the Division of Developmental Disabilities Services; Patricia Maichle of the Delaware Developmental Disabilities Council; Rita Marocco of the National Association for the Mentally Ill-Delaware; Wendy Strauss of the Governor's Advisory Council for Exceptional Citizens; and Jamie Wolfe of the DDDC and SCPD. Thanks to each of them.



How Are You Covered?

What benefits you qualify for, what processes you must go through to get them and even who can help you if you run into trouble depends on what type of health coverage you have. People with disabilities may be covered under any of the following programs or plans, or could be covered by some combination of them. If you are covered in more than one way, it's important to know which is your primary plan and which is your secondary plan. An active employer policy is always primary over any state or federal policy.

- **Medicare:** The federal program that offers health coverage to seniors and people with disabilities in the Social Security disability system.
- **Employer/private/commercial health plan:** If your disability is covered by a private insurance company by a policy obtained through an employer or by a policy you have purchased as an individual, it falls in this category.
- **Medicaid:** A federal government program that provides health benefits to adults and children with disabilities who meet financial standards.
- **Parents' benefits:** For those who were born with a disability or acquired a disability before reaching a certain age, they are often covered by their parents' health insurance from a private employer.
- **Military veterans benefits:** If the disability was acquired during military service, it is likely covered under veterans benefits administered by the federal Department of Veterans Affairs (VA).
- **Active military:** Children with disabilities whose parents are active military are covered by the federal government's health care plan for the armed services, called TRICARE.
- **State funded programs:** There are a number of state funded programs that may provide some form of assistance or cover some services for people with disabilities. For adults, it may include the Delaware Prescription Assistance Program to defray the cost of prescription drugs. For children, the Delaware Healthy Children Program covers the cost of medical care for those who meet eligibility requirements.
- **Workers compensation:** Administered by the Delaware Department of Labor, covers disabilities that are job-related.

Terms To Know

Acute care – Short-term medical treatment, usually in a hospital, for patients having an acute illness or injury or recovering from surgery.

ADA – The Americans with Disabilities Act of 1990 prohibits discrimination against individuals with disabilities in employment, housing, education and access to public services. The federal Department of Justice and the Equal Employment Opportunity Commission are charged with enforcing many of the provisions of the ADA.

Assistive technology– Any item, piece of equipment, or product system, whether acquired commercially or off the shelf, modified, or customized, that is used to increase, maintain, or improve functional capabilities of individuals with disabilities. Assistive technology includes, but is not limited to, wheelchairs, reading machines and devices for grasping. In the area of computers, assistive technologies include screen readers, screen magnifiers, speech synthesizers, voice input software and more.

Co-pay – A pre-set charge or contribution for a medical visit or service that the patient is responsible for paying, with an insurance policy or medical coverage plan paying the rest. For example, a visit to a primary doctor's office may have a co-pay for the patient of \$10, a visit to a specialist \$20, an emergency room visit \$135, etc.

Custodial care– Assistance with the activities of daily living, whether in a residential care facility or at home, including, but not limited to, help in walking, bathing, preparing meals and supervising use of medications. Custodial care normally does not require a trained medical professional.

Dual eligibility – Someone who meets the qualifications for both Medicare and Medicaid.

Durable medical equipment– Durable medical equipment can be used over and over again, is ordinarily used for medical purposes and is generally not useful to a person who isn't sick, injured or disabled. Examples include canes, crutches, walkers, wheelchairs, hospital beds, bed pans, special toilet seats and machines that make breathing easier.

ERISA – Some health plans are what is known as "self-funded," meaning that rather than having an insurance company assume the risk and possibly lose money when claims are paid out, the organization that is providing their

coverage is at risk. A company may administer a self-funded plan (in that situation, called a “third party administrator”), but ultimately is not responsible for its losses, rules, procedures or decisions. Self-funded plans were made exempt from oversight by the state Department of Insurance under the federal Employee Retirement Income Security Act, and thus are sometimes known as ERISA plans.

Long-term care insurance– An insurance policy purchased to pay your costs in the event that you need long-term care services. Depending on the policy, long-term care services may include home health care, respite care, adult day care, care in a nursing home or in an assisted living facility.

Medicaid waiver– An ability by the state to allow persons to enroll in Medicaid programs under more liberal financial and other standards and to offer an enhanced menu of services.

Medical necessity– A standard used by insurers to determine whether a prescribed or desired treatment is covered. The standard varies from company to company, but often addresses whether a treatment is in accordance with the generally accepted standards of medical practice, appropriate for the patient’s illness, injury or disease, and is not simply for the convenience of the patient or physician.

Out-of-network – Refers to treatment professionals who have not signed provider contracts with the insurer providing coverage for your care. Typically, an insurance subscriber will pay a higher cost or be responsible for the full fee to see an out-of-network treatment professional.

PDL – A preferred drug list is a list of medications in any given class of medications, developed by the insurer, that the physician and/or prescriber is allowed to choose from when deciding the best drug therapy for your diagnosed condition, and for which the insurer will pay.

Parity – Equivalent benefits and restrictions in insurance coverage for mental health services and for other health services. In Delaware, state law requires health insurance coverage for treatment of mental disabilities to be equal to treatment for physical disorders.

Pre-existing condition– A current or past health problem which must be disclosed in applications for health insurance. Failure to disclose a pre-existing condition could be cause for an insurance company to cancel your policy. Some insurance policies may exclude any coverage of a pre-existing condition. If a health insurance plan does not have such an exclusion, the company must cover your pre-existing condition, though often after an affiliation period or probationary employment period. Federal law restricts how insurers can ban coverage and medical treatments or treatments for pre-existing conditions.

Prior authorization– The active step that the physician and/or prescriber of medications must take in order to gain approval for medications that are either not approved for step 1 of step therapy or not included on a preferred drug list (PDL) that most insurers have developed. Prior authorization is also required by insurers in advance of many medical procedures

Skilled nursing– Institutional care that is less intensive than hospital care in its nursing and medical services, but which includes procedures whose administration requires the training and skills of an RN.

Step therapy– Involves starting treatment with a less costly medication (which is step 1) and moving only if necessary to more costly treatment (step 2). When the insurer deems it appropriate, step 2 drugs may be authorized if step 1 drugs are not effective for your condition. Step therapy prescription programs are designed to save on health care costs while providing medication that has been deemed by the insurer as historically effective.

Third-party administrator– In some cases, refers to an insurer that administers a self-funded plan (see "ERISA"). Other times, the term refers to a company contracted by an insurance company to administer a specific set of benefits. For instance, many insurers use a third-party administrator to administer mental health benefits.

Insuring Equipment

Durable medical equipment, such as walkers, wheelchairs, and hospital beds, are **generally covered under homeowners insurance policies** in case the equipment is damaged in a disaster or stolen. However, there may be limits in your homeowner policy on the coverage – check with your insurance agent or company to make sure. You may need an addition to your policy – called an endorsement, a floater or a rider – to make sure your equipment is covered for its full value.

If you rent your home, you will only be covered for damage or theft of your property – including durable medical equipment – if you have purchased renters insurance. Talk to an agent or insurance company.

Since 2004, state law has required that **all new assistive technology devices sold or leased to Delaware consumers have a one-year warranty** If a device is defective, and if the consumer attempts to have the device repaired or reports 30 cumulative days of the device being out of service, the manufacturer must at the consumer's direction replace the item or refund the purchase price.



Rights And Privacy

Under a federal law called HIPAA (Health Insurance Portability and Accountability Act), you have extensive rights to keep your medical information private. Some things you should know:

- If you want your family members to be able to discuss your condition with doctors or to check on your status while you are having a procedure, **you must specifically grant them permission**. Even for those whom you grant permission, you may restrict what they can see. For example, you may wish your family to know your medical diagnosis, but not share its causes or your medical history.
- You have the **right to refuse to give your HIPAA authorization** to, or to rescind your authorization from, anyone – including doctors and your insurance company. However, if you refuse to grant your insurance company or medical plan access to your records, they may refuse to provide coverage.
- When you sign a HIPAA authorization for a new doctor, a specialist or insurance company, **you can have it expire** after a specific period of time, such as 6 months or a year, after which your permission would have to be sought again.



What's Covered?

It is important to know what is and isn't covered under your health plan. Make sure to check on the following items.

- Assistive technology
- Co-pays
- Caps on benefits
- Dental
- Diabetic supplies
- Doctor visits
- Durable medical equipment
- Emergency room visits
- Hearing aids
- Hospital stays
- In-home care
- Long-term care
- Mental health – in- and outpatient treatment
- Substance abuse – in- and outpatient treatment
- Out-of-network – what are the benefit levels and out-of-pocket costs?
- Prescription drugs
- Rehabilitation services
- Routine checkups and well visits
- Therapy
- Vision and eyeglasses

Tips

- Read and **understand your policy** before you face a medical issue. If you do not understand something in your policy, contact your insurance agent or company and ask to have it explained to you.
- **Keep records of all your communications** with insurance companies about your benefits, including the names of people you speak to over the phone and the dates of your conversation.
- **Put all complaints in writing and use certified mail** so you have a record that your complaint was received and when.
- **Keep your health insurance card with you** at all times or know your insurance company, your identification number and account number.
- **Maintain a list of medications that don't work** for you. A future doctor may want to prescribe the drug to you again.
- Have a **copy of your health history**.
- If you are having a problem with your insurance company, **speak to your employer's human resources personnel**, if applicable. They are the ones to whom your insurance company is accountable.
- Know **which is your primary insurance and which is your secondary insurance**.
- Your insurance/doctors are required to provide you the information however you can understand it, which may include Braille, sign language, large print. Ask for information about your medical record and possible medical treatment **in the modality you need it**.
- You have a **right to all information in your medical chart** and a right to have copies made for you by a medical facility. You may be charged up to \$25 for copies, but you cannot be charged to look at your records. Parents have a right to view their children's records.

Need Help?

The Delaware Insurance Commissioner's Office is here to help if you have questions about or problems with your insurance coverage or insurance company.

Questions about insurance or complaints about an insurance company or insurance agent can be made to the Commissioner's Consumer Services division by phone, by fax, by letter, by email or with an online complaint form:

**1-800-282-8611 toll-free in Delaware
or (302) 674-7310**

(302) 739-6278 fax

**841 Silver Lake Blvd.
Dover, DE 19904**

Email: consumer@deins.state.de.us

Website: www.state.de.us/inscom/complaint.shtml

If complaints to the Insurance Commissioner's Office do not provide a suitable solution, you may take part in a formal process called "**arbitration.**" In arbitration, you file a formal complaint against a company, somewhat like a lawsuit, but instead of a judge and jury, the case is decided by an independent expert. Arbitration is available only after several attempts to resolve the matter informally have failed and will require a \$75 filing fee for health insurance matters. Arbitration is not available to contest denials based on medical necessity. To get more information about the arbitration process, call the Insurance Commissioner's Office at (302) 739-4251 or go to www.state.de.us/inscom/departments/consumer/consumerhp.shtml online.

If you believe that someone has tried to defraud you, please report it to:

- **Attorney General's Medical Fraud Unit** – (302) 577-8505; or
- **DHSS Medicaid Audit and Recovery Team** (welfare fraud investigations and recovery) – (302) 255-9008 New Castle County or (302) 424-7100 Kent and Sussex.



Other Resources For People With Disabilities

Delaware Health and Social Services—A variety of state services for people with disabilities. Call the Delaware Helpline at 1-800-464-HELP(4357) or go to www.dhss.delaware.gov online.

Department of Labor— Handles workers compensation and vocational rehabilitation. Go to www.delawareworks.com online or call one of the following voice/TTY phone numbers: (302) 761-8300 in Wilmington; (302) 368-6980 in Newark; (302) 326-8930 in New Castle; (302) 378-5779 in Middletown; (302) 739-5478 in Dover; or (302) 856-5730 in Georgetown.

Veterans Affairs — For questions about health care benefits for military veterans, call 1-877-222-8387 or TDD 1-800-829-4833. The number for the VA Medical Center located in Elsmere is (302) 994-2511. Website for the VA is www.va.gov online.

Social Security— For questions about disability benefits, call 1-800-772-1213 or go to www.ssa.gov online. TTY: 1-800-325-0778.

Center for Medicare and Medicaid Services — The national clearinghouse for questions about Medicare and Medicaid benefits can be reached at 1-877-267-2323 or www.cms.hhs.gov online. TTY: 1-866-226-1819

Insurance Commissioner Matthew Denn has also published general guides to purchasing auto, homeowners and life insurance. They are available online at www.state.de.us/inscom or by calling 1-800-282-8611

**Get more tips and information about insurance
from Insurance Commissioner Matthew Denn at
www.state.de.us/inscom**

A Guide to Obtaining Assistive Technology Devices & Services for Adults in Delaware



Delaware Assistive Technology Initiative (DATI)
(800) 870-DATI (in-state) or (302) 651-6790
(302) 651-6794 (TDD)
www.dati.org

This resource is about assistive technology (AT): what it is, how to learn more about it, and how to pay for it. The term assistive technology can be misleading, confusing, even scary. Images of robots and spacesuits come to mind. But if you wear glasses or have ever used a jar opener to budge a sticky lid, you've used an assistive technology device.

Simply put, "assistive" means that an item is designed to help, and "technology" is a modern-day word for a tool, device, or piece of equipment. In other words, AT helps you to perform tasks you would be unable to complete without assistance. Most people want to live in their own homes, manage for themselves, and enjoy life regardless of their disability or age. Assistive devices can make it easier to prepare meals, play cards, attend church, go to the grocery store, and much more. Every person has different needs, different skills, and different aspirations. Assistive technology helps to increase independence, enhance skills, and further aspirations—it helps expand your possibilities.

The material included in the following pages is about possibilities. Explanations of how assistive devices can bring greater independence to people who may be experiencing difficulties seeing, hearing, moving, talking, or remembering are presented. If this information awakens you to possibilities, you'll be glad to know that there is a free, friendly resource in your own backyard that can help you explore the device options available to you.

The **Delaware Assistive Technology Initiative (DATI)** can help you discover AT solutions and will lend you tools to try out at home, at work, or wherever you plan to use them. We can also help you find specialists to assist you in selecting the right device for your needs. DATI can also help you find funding to pay for the device that best suits you. Our services are available to all Delaware residents. There are no eligibility limitations, other than state residency. With the exception of some training events, DATI services are provided at no cost!

DATI has a great deal to offer Delawareans...

- Assistive Technology Resource Centers (ATRCs), one in each county
- No cost, short-term AT loans that let you "try before you buy"
- Financial loan programs for AT and telework equipment
- AT Exchange Program (AT "want ads")
- AT workshops and other training sessions
- Advocacy for improved AT access, policies, and funding
- Informational material in a variety of formats

- Quarterly newsletters and a website with resource materials
- Participation in conferences, community meetings, and health fairs
- Collaborative ventures with state and private agencies

DATI's ATRCs are located in Wilmington, Dover, and Georgetown.

These centers are barrier-free, open to the public, and contain extensive collections of AT devices. Highly-qualified AT specialists are available to demonstrate equipment and help identify technology options for a specific need. If you think assistive technology might make your life easier and more enjoyable, you owe it to yourself to contact the DATI. Statewide contact information can be found at the end of this document.

The World of Assistive Technology

The following section provides an overview of different types of AT, with some examples of each equipment category and some pointers on how to acquire needed equipment.

Low Vision

This AT category assists people with low vision or blindness by increasing contrast, enlarging images, or substituting visual signals for tactile or auditory ones.

Devices for people with low vision are wide ranging. Magnifiers enlarge visual information and come in all shapes and sizes (hand held, wearable, mounted on stands, and more). Special closed circuit video systems can be set up to magnify reading materials. Enlarged information, like the large-print books at your local library, can be a great help. Available products range from jumbo-print bingo cards to low vision watches and calculators with enlarged displays. "Talking" technologies such as calculators, clocks, thermometers, and watches are readily available. Likewise, information on a computer screen can be accessed by screen reading software.

Orientation and navigational products abound. These devices help users move about and travel safely and independently. Such items include white canes, walkers, guide dogs, and personal navigation systems. In fact, some cell phones now feature GPS.



Lighted magnifier



Closed circuit video system

Purchasing Aids for Low Vision

A low-vision or AT specialist can help pinpoint your needs and find equipment that works for you. Once a choice has been made, many of the less expensive aids can be purchased at a store near you. Places like Target, Wal-Mart, Home Depot, and Lowe's have become convenient places to find devices that people with low vision will find helpful. Catalogs and the Internet are also great sources. In addition, The Delaware Association for the Blind (DAB) has a store at 800 West Street in Wilmington that offers a wide variety of items for those who are totally blind and those with low vision. You can call the DAB store at (302) 655-2111 or (888) 777-3925 for more information.

Assistive Listening

This category includes equipment that makes auditory information accessible to those with hearing loss, either by amplifying the sound or converting it into visual or tactile information. There are four main categories of assistive listening devices: alerting, listening, telecommunication, and closed captioning.

Hearing aids fall into this category as do many other devices that may be less familiar to you. A personal FM system or an amplified telephone can help minimize the effects of distance, background noise, and/or poor acoustics, making the essential sounds easier to hear. Alerting devices transform sounds into other modalities making them more accessible. Many important signals in our daily life—a ringing telephone, a doorbell, a baby's cry—can elude a person with hearing loss. A cell phone can be set to vibrate to indicate an incoming text message. A doorbell or smoke



Talking timer



Vibrating timer



Personal amplifier



Portable TTY

alarm may have a flashing light. Baby monitors can be set to vibrate. In the case of telephones, a text telephone device (TTY) might work. The TTY allows a person to send and receive print (instead of voice) over the telephone wires. If the person on the other end of the phone prefers to speak, the telephone relay service is available. Closed captioning provides access to television programming by having the soundtrack transcribed into text that scrolls across the bottom of the screen.

Purchasing Assistive Listening Devices

The first step in selecting a hearing aid or other assistive listening device is evaluation by a doctor or audiologist.

This is essential because people vary in the nature of their hearing losses, and a device perfect for one person would be useless to another.

Once the appropriate product has been identified, it can be purchased through an audiologist or a hearing aid specialist. After being fitted for the device, several adjustment

appointments and training sessions may be required to maximize the user's benefit from the device. Telecommunication and alerting devices, along with closed captioning decoders, can be purchased without a doctor's prescription. The phone company, local electronics stores, and online vendors typically sell these types of devices.

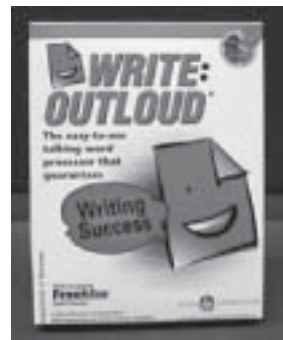


Amplified and large button phone

Computer Access

Devices in this category improve access to computers by facilitating input or enhancing output. Input interfaces are devices or software systems that provide an alternate means to control the computer. Output devices provide alternate access to information available from a monitor or printer.

Those who have difficulty interacting with a computer due to sensory, motor, or cognitive limitations can benefit from these devices. For people with visual limitations, access is possible by hardware- or software-based screen magnification, screen reading



Talking word processor

devices that convert visual information into speech, or by devices that convert information into Braille. Those who have difficulty with input using the keyboard and mouse have a vast number of options: reconfigured keyboards, enlarged or miniaturized keyboards, modified mice, trackballs, joysticks, head- or eye gaze-controllers, speech input, or switch-activated scanning. The traditional auditory cues can be replaced with visual cues for those with hearing difficulties. For those with cognitive limitations, computer control functions and, the appearance of the display can be simplified.

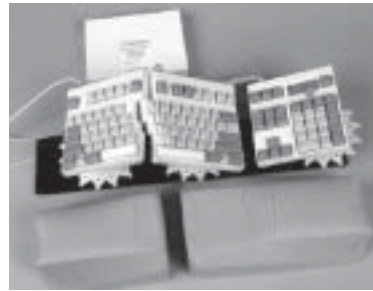
Purchasing Computer Access Equipment

Computer access technology can be purchased through electronics and computer stores as well as through companies that specialize in this type of technology. However, it is important to find a device with features that match the user's needs, and this can only be done with the help of a knowledgeable professional. Following an evaluation by a specialist, it is likely that s/he will suggest one or more devices for trial use before a final recommendation is made.

Daily Living

This type of AT increases an individual's participation or independence in daily activities. They enable people with mobility, dexterity, or cognitive limitations to control household devices or make changes to their immediate environment. Such activities include eating and grooming as well as getting out of bed and cooking.

There are hundreds of clever tools and gadgets that make day-to-day tasks more manageable: kitchen utensils with comfortable grips, long handled bath and dressing aids, and implements that enable you to complete two-handed tasks with one hand. In fact, daily living aids are used from the moment people wake up until



Reconfigured keyboard



USB mini keyboard



Flexible utensils

the time they go to bed. In the morning, the use of a bed rail provides support as a person gets up from a lying down or seated position. Lunch may include the use of large handled utensils so that gripping the silverware is easier. In the evening, a zipper pull helps in getting dressed for a night out with friends. A book holder keeps reading material open and at a comfortable distance. And as the last lights are turned out at night, a large lamp switch makes that once difficult task simple. In fact, many commercial aids can be reproduced at home with little effort. For example, a length of rubber tubing slipped over a utensil handle may make it easier or more comfortable for someone with limited grip to hold the item.



One hand can opener

Environmental control units (ECUs) range from remote controls used to operate the television to more powerful computer-based systems to control such things as room

temperature, indoor and outdoor lighting, home security, and the telephone. Environmental adaptations are meant to remove or reduce barriers and promote access to and within the home, employment location, and



Door Knob Handles (glow-in-the-dark)

community. Such adaptations usually involve construction, engineering, and architecture, and may also include environmental controls and switches that can control a large portion of or an entire living environment. These are typically permanent or semi permanent structures, modifications, or additions.

Purchasing Devices for Daily Living

Many switches and gadgets are available through catalogs and, because home automation and ECUs have become very popular, you can often find them at local home stores. Though relatively inexpensive and easy to install, the product descriptions on the packaging



*Wall unit module—
remote control*

may be confusing. Consult the sales staff for guidance, or contact an AT specialist to help you make sense of the many types of available products.

Learning and Memory

This AT category includes products that make instruction more explicit and engaging, enable the instructions to be customized for the learner's strengths and needs, and assist with memory issues.

Learning tools are of most use when the correct match between the AT device, the person, and the task is found. Different tasks may require different AT equipment. Memory aids help you to remember things that are important to you. Some common devices, like cell phones and personal digital assistants (PDAs), can function as memory aids. Electronic reminders often include scheduling software, to-do lists, and/or reminder features. Other items are more specific. You can buy medication planners, electronic locators, and even special placemats that show where to place the table settings.



Pill box timer

Purchasing Learning and Memory Aids

Considering this AT category includes many different items, devices can be purchased through a variety of sources. Large computer and home office stores typically carry software, word processors, calculators, recording devices, and PDAs that can aid in the development of learning and memory strategies.

Many memory devices can be found in drug stores, kitchen and hardware shops, and other stores you may visit. There are also specialty catalogs and Internet sites that offer hundreds of possible memory aids.



Digital recorder

Mobility, Seating, and Positioning

This category includes products that support or improve mobility as well as the equipment used to customize mobility alternatives. Seating and positioning devices improve body stability, provide trunk and head support, and reduce pressure on skin. Mobility devices aid movement in space as well as movement over distances.

Purchasing Mobility, Seating, and Positioning Devices

It may be tempting to select a mobility product from a catalog or TV commercial, but it is essential to find a device with features that match your specific needs and body type. Physical or occupational therapists, in partnership with AT specialists or rehabilitation engineers, can help you match your needs and preferences to available tools. Following an evaluation with a team, a recommendation is made.

A physician must write a prescription for the product if it is to be paid for by medical insurance (including Medicare and/or Medicaid). Because mobility products tend to be expensive, both a professional consultation and a device trial period are important steps in obtaining this type of device.



Bath lift

Recreation and Leisure

This group of products contains items that facilitate participation in sports, health, physical education, recreation, leisure, hobbies, and other recreational pursuits. Modified hunting and fishing equipment is available. Likewise, large print playing cards and bingo cards, automatic card shuffling machines, magnifiers for needlework, cleverly-designed gardening tools, and much, much more can be easily obtained.



Giant face playing cards

Purchasing Recreation and Leisure Devices

Many of the devices related to this section can be purchased commercially. However, as with the other categories, it is important to speak with an AT specialist or other professional in the field to learn which equipment will work best for you.



Modified garden tools

Speech Communication

Products in this group are designed to assist with speaking and face-to-face communication for individuals with speech disabilities. The devices in this category may be called "speech generating devices" or "augmentative

and alternative communication systems" (AAC systems). Regardless of what they are called, these tools assist people to communicate effectively and efficiently so that they can participate meaningfully in their daily lives. They range from devices with a very limited number of message options to those that permit unlimited generation of messages. They may be activated by touch, switch, or eye gaze. Some require spelling and reading ability while others use pictures to represent message choices.



*Text to speech
word processor*

Purchasing Speech Generating Devices

Although communication products can be ordered directly from a number of vendors, it is not wise to do so until you have determined, with the help of a speech-language pathologist, the device that best meets your needs. Insurance companies will require such evaluations, as well as a prescription from your doctor, if they are being asked to pay for the device.



Palmtop AAC device

Vehicle/Transportation

This category promotes independence and enhances safety in transportation through the adaptation of vehicles.

Devices in this category include vehicle ramps, adaptive shoulder and seat belts, tie downs and lock downs that secure wheelchairs to the



Modified van

vehicle floor, hand controls, extended directional mirrors, and vehicle modification (for example, installation of lifts, ramps, and raised roofs).

Purchasing Vehicles/Transportation

The purchase of a modified vehicle or the modification of a vehicle you already own can be challenging. The first important consideration

is safety for drivers, passengers, and others on the road. Specialized driving evaluations and instructions are available from Certified Driver Rehabilitation Specialists. They can evaluate your needs, recommend equipment, and provide training. Vehicle modification equipment is available from some car dealerships and specialized equipment vendors; make sure you select a reputable vendor—your safety depends on it! Adapted vehicles can also be very expensive; see the next section of this guide for some funding tips.

Acquiring Assistive Technology

This section will familiarize you with some key funding sources for AT in Delaware. There are many ways to get the equipment that you need. In some cases, your medical insurance may cover part or all of the cost. If you receive services from a state agency, the agency may offer some assistance. The DATI operates the AT Exchange, a “want ads” system that helps people locate used equipment. Some charitable or civic organizations may provide funding assistance, or you may choose to pay for the item yourself. The DATI offers two special financing programs for Delawareans in this situation.

Be aware that many funding sources require evidence that the item you have selected is the right one for your. You may be required to provide evaluation results from a qualified professional or proof that you have tried the device and found that it meets your needs. Some funding sources will require you to have a prescription from your doctor. It is wise to consult potential funding sources about their requirements in advance of your request; otherwise, you may encounter significant delays in the processing of your request.

The DATI maintains a Guide to Funding Resources for Assistive Technology that contains detailed information on an extensive number of funding sources. The Guide can be accessed from the DATI website. DATI staff can also provide consultation about funding options. Call (800) 870-DATI for more information about this free service.

Medical Insurance

You may be able to get equipment funded through your medical insurance if it is found to be “medically necessary” and if it is a covered benefit under your particular insurance plan. Private insurances vary widely in what they cover; carefully review the language of your benefits materials. Be forewarned that this language can be confusing. Your insurance plan

should be a valuable resource in understanding your coverage; however, feel free to give us a call if you would like some help interpreting this information.

Medicare and Medicaid also have specific guidelines for what will and won't be covered. Both typically cover AT that is deemed medically necessary as prescribed by a physician, able to withstand repeated use, and specific to the diagnosis of the user. Both also typically exclude aids for daily living, environmental control units (ECUs), assistive listening devices, aids for low vision, and home and vehicle modifications.

Medicaid has several waiver programs that offer expanded benefits. For example, the Mental Retardation/Developmental Disability Waiver managed by the Division of Developmental Disabilities Services (DDDS) will cover environmental adaptations and modifications under certain conditions. For more information, call DDDS at (866) 552-5758, (302) 744-9600, or via the Delaware Helpline at (800) 464-4357. You can also check out the DDDS website www.state.de.us/dhss/ddds/index.html.

The Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) oversees the Elderly and Disabled Waiver, which covers orthotics, prosthetics—including hearing aids for people under the age of 20, and participation in the emergency response system. For more information, contact DSAAPD at (800) 223-9074 (voice), (302) 453-3837 (TTY), or by E-mail: DSAAPDinfo@state.de.us. You can also find valuable information on their website: www.dhss.delaware.gov/dsaapd.

Finally, be aware that requests for equipment are commonly denied the first time. Do not accept this denial as the final word on the matter if you feel that your request was in line with your scope of benefits. Instead, get a written indication from your insurer about the reason for the denial, and then follow your insurer's procedures for appealing the decision. An amazing number of requests are approved on appeal, so the time and trouble can be worth your while. Again, if you need help understanding this process, feel free to contact the DATI for assistance.

Vocational Rehabilitation

The State vocational rehabilitation (VR) agencies are a major funding source for assistive technology (AT) for working-age (age 16 or older) individuals with disabilities.

In order to be eligible for employment related services from the Division of Vocational Rehabilitation (DVR) or the Division for the Visually Impaired (DVI):

- one must have a disability
- the disability must constitute an impediment to employment
- a financial needs test must be met (Recipients of SSI and SSDI benefits often qualify. Family income is a determining factor.)
- one must require vocational rehabilitation services in order to become employed.

Federal law requires that state VR agencies presume that a person with a disability is able to work, regardless of the severity of the disability, unless the VR counselor can clearly demonstrate otherwise. A counselor must exhaust all options, including AT intervention, before denying eligibility on the basis of a person's inability to work.

This same law exempts AT purchases from vocational rehabilitation agencies' customary "comparable services and benefits" regulations. This means that VR beneficiaries do not have to endure delays in obtaining AT while the counselor searches for other funding sources.

Upon entry into the VR program, an applicant works with a counselor to determine which services may be needed. After the client's needs are evaluated, an Individual Plan of Employment (IPE) is developed. The IPE should document any needed AT devices or services. Thereafter, the individual's counselor arranges for the necessary AT devices or services. At times, VR will combine its resources with those of other public and private agencies in order to maximize its ability to obtain AT for clients.

DVR has specific guidelines in the case of certain types of AT, such as home modifications, vehicle modifications, and hearing aids. (DVR will pay for home and vehicle modifications if they are in the IPE and will help promote or advance progress toward an employment goal.) For example, in the case of vehicle modifications, the agency will determine eligibility based upon certain factors such as the age of the vehicle, mileage, and its condition.

Consideration of Other Options

Though AT is exempt from VR agencies' comparable benefits restrictions, it is sometimes better to obtain AT such as seating, positioning, and mobility devices through other funding sources such as private insurance or Medicaid. In some circumstances, an individual's employer has the responsibility to purchase AT as a "reasonable accommodation" under the Americans with Disabilities Act. In other instances, if the person's disability resulted from a work-related illness or injury, Worker's Compensation may cover the cost of AT devices and services.

Social Security and Vocational Rehabilitation

Recipients of Social Security benefits such as Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) may be eligible for various income “set-aside” programs such as the Impairment-Related Work Expense (IRWE) and Plan to Achieve Self Support (PASS). These programs enable persons to set aside income to pay for AT devices or services while retaining Social Security eligibility.

Contact Information for DVR

| | |
|---|--|
| Central Office, Wilmington (302)761-8275 (voice/TTY) | Wilmington Office (302) 761-8300 (voice/TTY) |
| Newark Office (302) 368-6980 (voice/TTY) | Middletown Office (302) 378-5779 (voice/TTY) |
| Kent County, Dover Office (302) 739-5478 (voice/TTY) | Sussex County, Georgetown Office (302) 856-5730 (voice/TDD) |

Independent Living (IL)

Both VR and IL services are authorized under the same federal law; however, IL services do not need to be connected to an employment goal. AT is funded under the IL Program when the device or modification will further the goal of independent living.

In order to be eligible for IL services, one must:

- be a Delaware resident aged 16 or older
- have a significant, documented disability
- meet a financial needs test (Recipients of SSI and SSDI benefits often qualify. Family Income is a determining factor.)
- seek to live independently.

There are many similarities between VR/DVR/DVI regulations and IL. Entry into the program, Federal law, and the related exemptions are examples of these parallels. Likewise, comparable benefits, vehicle modifications, and home modifications are considered in similar ways.

With regard to hearing aids, IL may be able to assist with a purchase under certain conditions. IL will only purchase devices for people with significant hearing loss in the conversational speech range. The program requires that the need for a hearing aid be justified with medical documentation and that the specific device recommendation comes from a licensed audiologist. IL will only pay for a hearing aid once in a client's lifetime, and will not cover device repair.

In some situations, it may be more advantageous for the client to

obtain AT through other funding sources such as private insurance or Medicaid.

For additional information, please contact the Independent Living Program at the Appoquinimink State Service Center (302) 378-5779 (voice/TDD).

Division of Services for Aging and Adults with Physical Disabilities (DSAAPD)

DSAAPD has funds available to enable the purchase or rental of new or used assistive devices when the device promotes either independent activity or communication. The Home Modification Program pays for modifications (or changes) to be made to the home of a person who is 18 years of age or older with a physical disability when the changes allow a person to move around more freely in the home. Modifications are made to permanent residences only. Funds for any DSAAPD project are only available when no other funding source is available or when there is not enough money from another source to pay for the needed device or modification.

AT Exchange

The AT Exchange is a “classified ads” service available on the DATI website (www.dati.org). People list equipment that they no longer need for sale or donation, and you can also list items that you’re looking to obtain. There’s no cost to use this service, and if you don’t have access to our website, a DATI staff member will be happy to help you review the listings or add a listing of your own. For more information, contact our Sussex County location at (302) 856-7946.

DATI Loan Programs

The Delaware Assistive Technology Loan Program (DATLP) assists Delaware residents with disabilities to acquire equipment that they need to help them learn, work, play, and participate in community life as safely and independently as possible. All types of assistive technology, including (but not limited to) home modifications, vehicle modifications, communication devices, sensory aids, and adapted computer equipment may be acquired with loan funds. The Delaware Telework Equipment Loan Program (DTELP) provides loans for computers, office equipment, materials, and/or environmental modifications that make it possible for an individual to be gainfully employed from home or other location remote from an employer. For information about either program, contact the Delaware Assistive Technology Initiative at (302) 651-6869 or email

dati@asel.udel.edu. Information is also available on the web at dati.org/funding/LowInterestLoan.html.

Civic and Charitable Organizations

Some civic and charitable organizations will assist people in obtaining assistive devices and modifications, but they may limit eligibility to people with certain characteristics. For example, The National Multiple Sclerosis Society—along with several other MS organizations—focuses their funds on devices and services for people with MS. The Tobin Foundation provides resources for people who are blind or visually impaired. Other organizations provide funds for specific needs. The Lions Club will help fund hearing aids, and vision equipment, and often has devices such as crutches, wheelchairs, and walkers to lend. The Paralyzed Veterans of America (PVA) may provide funds for equipment or modifications; their funding is not limited to veterans or any particular medical diagnosis. Because of limited space, we cannot provide the full list of options of this nature. Contact DATI for more information.

In Conclusion...

We hope that this information has opened your eyes to the possibilities that AT has to offer. If you'd like to figure out what your device options are, the best way is to see and try the equipment we have available to loan. DATI's AT specialists would be happy to provide you with the opportunity to do just that. We encourage you to contact your local Assistive Technology Resource Center (ATRC)—there's one in each county—and make an appointment to visit. These friendly folks will not bury you in technical mumbo-jumbo. They will sit down with you, discuss your personal needs, and suggest equipment that you may wish to consider. In some cases, they may recommend that you seek an evaluation by a qualified professional such as a physical therapist, audiologist, or speech-language pathologist. Or they might send you home with some equipment to try in your home or office. The chance to "try before you buy" has helped many people avoid mistakes that cost them time, money, and aggravation.

DATI staff will also be able to direct you to information about funding options for equipment. Although some assistive devices can be purchased at local stores, other items are more specialized and may carry considerable cost. Staff members are also available to come and speak about AT devices at meetings of groups such as AARP chapters, local book

clubs, and community centers. Almost all of the services offered by the DATI are free-of-charge to Delaware residents.

Contact Information

For information regarding upcoming DATI events, funding and policy matters, loan programs, and advocacy issues, please contact our Central Site:

Delaware Assistive Technology Initiative Central Site
Alfred I. duPont Hospital for Children
P.O. Box 269, 1600 Rockland Rd.
Wilmington, DE 19899-0269
(800) 870-DATI (DE residents only) or (302) 651-6790
(302) 651-6794 (TDD); (302) 651-6793 (fax)

For questions regarding equipment demonstrations, short-term loans, personal AT options, or to speak with an AT specialist, contact your local ATRC:

New Castle County ATRC

Alfred I. duPont Hospital for Children
203 Administration and Research Building
P.O. Box 269, 1600 Rockland Rd.
Wilmington, DE 19899-0269
(302) 651-6790; (302) 651-6794 (TDD)
(302) 651-6793 (fax)
email: newcastle.atrc@dati.org

Kent County ATRC

Easter Seals Kent County Center
100 Enterprise Place, Suite 1
Dover, DE 19904-8200
(302) 739-6885; (302) 739-6886 (TDD)
(302) 739-6887 (fax)
email: kent.atrc@dati.org

Sussex Country ATRC

20161 Office Circle, Suite C
Georgetown, DE 19947
(302) 856-7946; (302) 856-6714 (TDD)
(302) 856-6990 (fax)
email: sussex.atrc@dati.org

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**DELAWARE HEALTH
AND SOCIAL SERVICES**

DIVISION OF SERVICES FOR AGING AND
ADULTS WITH PHYSICAL DISABILITIES

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